



ADMISSIONS POLICY

ENTRANCE QUALIFICATIONS FOR COMMERCIAL PILOT LICENCE AND NIGHT RATING TRAINING PROGRAMS:

Students must hold a valid Canadian Private Pilot License or foreign equivalent with English proficiency and be 17 years of age or older

ENTRANCE QUALIFICATIONS FOR INSTRUCTOR RATING TRAINING PROGRAM:

Valid Canadian Commercial Pilot Licence

APPLICATION PROCEDURE

Students must complete our application form and applicable student enrollment contract.

Photocopies of prerequisite licence(s) will be taken. If students are coming from another flight school the CFI will review the applicant previous experience and may ask to see their Transport written results, flight test report and logbook/PTR.

5.7 Privacy Policy

- a) Principal Air collects students' personal information for the following purposes:
 - i) Compliance with the Canadian Aviation Regulations;
 - ii) Compliance with the policies and procedures of Transport Canada regarding personnel licensing;
 - iii) Compliance with PTIB.
 - iv) Conventional accounting practices and procedures;
 - v) Compliance with the policies and procedures of the Canada Revenue Agency.
- b) It is prohibited for Principal Air staff to release any private information related to students.
- c) Procedure for maintaining student files:
 - i) Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student performance, progress, and acquired pilot qualification is placed in the student file.



- ii) Student files containing personal information are either safely stored in locking file cabinets or is scanned and electronically stored on a secure file system. Access to the student files is limited to the appropriate administrative staff, the Chief Flying Instructor, the Chief Ground School Instructor, and line Flight and Ground Instructors.
- iii) When a student completes pilot training, the pilot training records are forwarded to Transport Canada for the purposes of issuing and processing pilot licenses and ratings.
- iv) At the end of period approximately one-year, inactive student files are placed in "closed" storage for a minimum of two years.
- v) At the end of this period, the full student file may be destroyed using a secure destruction method.

Procedure for student access to the information on file:

Students wishing to access the information in the student file must contact the Chief Flying Instructor

DISPUTE RESOLUTION POLICY & PROCEDURE

<u>Student Dispute Resolution Policy</u>	<u>September 1, 2016</u>
Name of Process	Implementation Date
<u>General Manager and Chief Flight Instructor</u>	<u>October 13, 2021</u>
Position(s) Responsible for the Policy	Date of Last Revision

Principal Air Ltd provides an opportunity for students to resolve disputes in a fair and reasonable manner.

Dispute Resolution Process:

When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student should submit a written complaint to Chief Flight Instructor. Should this person be absent or be named in the complaint the student should submit the written complaint to the General Manager of Principal Air.



The CFI or GM will arrange to meet with the student to discuss the concern as soon as possible and within five days of receiving the student's written complaint.

Following the meeting with the student, the CFI or GM will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint. Students making a complaint may be represented by an agent or a lawyer.

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 with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education (<http://www.privatetraininginstitutions.gov.bc.ca/>) on the basis that the institution misled the student regarding any significant aspect of an approved program.

DISMISSAL POLICY

Should a student be in violation of the Canadian Aviation Regulations, Principal Air Ltd. reserves the right to terminate the student's enrollment at the institution and refund any monies according to the refund policy.

A student who mistreats Principal Air's aircraft and equipment may be subject to flying privileges being suspended pending a review of the incident by the Chief Flight Instructor. It is understood that safety and conformance with the Canadian Air Regulations is of paramount importance to Principal Air Ltd.

It is expected that all students will treat both staff and fellow students with dignity and respect. Failure to do so may result in a written reprimand. Repeated violations may result in the student's flying privileges being suspended. Written notice will be provided to the student by Principal Air Ltd. in these situations. Appeals for suspension of flying privileges should be made in writing to the Chief Flight Instructor of Principal Air.



ATTENDANCE POLICY

Students are expected to arrive on time for books and appointments. If you are unable make a booking the student are expected to contact the school to cancel at least 24 hours prior to the booking with the exception of weather related cancellations or sudden illness. Repeated violations of this policy will result in disciplinary actions including charging no show fees and refusal to book future flights. International students that are enrolled on a full time basis are expected to book 2 to 3 flights per week in addition to maintaining good study habits and keeping up with their homework. Failure to do so can result in students being put on probation or having their immigration status changed.

CODE OF CONDUCT

Students enrolled with Principal Air are expect to conduct themselves in a professional manner. Principal Air has a zero-tolerance policy for any criminal activity. Students may not consume alcohol for 24 hours prior to a flight. Prescription drugs and be taken under the advisement of an Aviation Doctor. Marijuana or any other drug must not be taken 72 hours prior to a dual flight or one week prior to a solo flight.

Sexual Misconduct Policy

1. Principal Air is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.



3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - The complaint can choose to provide a verbal statement or written statement to either the school CFI or general manager. Or in their absence the senior instructor on staff.
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - **The institution will acknowledge receipt of the Complaint within 2 business days and inform the complaint of any follow up actions taken.**
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - **The complaint should file a written report that must include the date and time of the event as well as the date the report was submitted to management as well as to whom it was addressed to. The report should also include the names of the individuals involved and a description of what happened.**
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - **The institution will review the Report within a reasonable timeframe and confirm next steps in writing.**
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.



11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Prior Learning Assessment Policy

If a prospective student is applying to us who has received their previous licence from another flight school, the CFI will review flight test and written results from the previous licence if able. If these results cannot be provided students will be required to do a proficient check to assess skill level.

Student Withdrawal Policy and Procedure

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the General Manager of Principal Air. Refunds are calculated according to Principal Air's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund, if a copy of the denial letter is provided to **Principal Air** prior to the program start date.



PRINCIPAL AIR LTD

FLIGHT TRAINING / CHARTER

Procedure:

Refund policy for students:

Upon notice of withdrawal from a program the student is entitled to a refund of any monies on account less the program registration and/or agency referral fees due under the enrollment contract, bank fees and \$100 withdrawal fee.

Refunds owing to students will be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.