



1. STUDENT ORIENTATION & SUPPORT

a) Orientation Program

The SkyQuest Orientation Program is designed to provide international students with all the essential information needed to settle into life in Canada and succeed academically at SkyQuest. The program includes:

- i) Meeting the Flight Instructor
 - a) Students will meet their flight instructor at the school to introduce them to their training schedule and learning expectations.
- ii) Tour of building
 - a) Students will receive a guided tour of the SkyQuest campus, including classrooms, flight simulation areas, and other relevant facilities.
- iii) Procedures
 - a) Detailed explanation of the school's operating procedures, including the flight booking process, operational protocols, and communication standards.
- iv) Attendance requirements
 - a) Students will be informed about attendance policies, including mandatory arrival times and procedures for flight and classroom attendance.

b) Orientation Package

Each international student will receive an orientation package that includes the following key information:

- i) Living Costs
 - a) Detailed breakdown of typical living expenses in Langley, BC, including groceries, transportation, utilities, and other day-to-day costs.
- ii) Housing Costs
 - a) Information about average rental costs and available accommodation options in Langley.
- iii) Availability of Suitable Accommodation
 - a) A guide to housing options, shared housing, and rental properties in the area.
- iv) Attendance Requirements
 - a) Clear outline of the school's attendance policies, including punctuality, minimum attendance, and the consequences of non-compliance.
- v) SkyQuest Policies
 - a) Dispute Resolution: Procedure for resolving academic and non-academic disputes, providing a fair and transparent process for handling student grievances.
 - b) Employment Rights and Conditions in BC: Information about the work rights of international students in British Columbia, including work permits and conditions under Canadian Law
 - c) Tenancy Rights in BC: Information about tenant rights and responsibilities in British Columbia, ensuring students understand their rights in rental situations.

c) Student Support

SkyQuest offers various support mechanisms to assist international students in adjusting to life in Canada. Key supports include:

- i) Designated Staff Member as Point of Contact: A designated staff member will be assigned to each international student as their official point of contact for academic and personal support.
- ii) Written information about the facilities and resources available to international students: A comprehensive guide on the facilities and resources available, including academic counseling, student health services, mental health support, and cultural adaptation services. This information is available on the SkyQuest website for easy access.



2. ORIENTATION PROGRAM

The SkyQuest Orientation Program is designed to provide international students with all the essential information needed to settle into life in Canada and succeed academically at SkyQuest. This policy is intended to ensure that students receive continuous support throughout their time at SkyQuest. Students will meet their flight instructor at the school to introduce them to their training schedule and learning expectations.

a) Navigating the Airport

Students will receive assistance or guidance on navigating airports when arriving in Canada, ensuring they have the information needed to safely travel to Langley.

b) Student Life

i) Cost of living:

a) **Food Costs:** The average monthly grocery cost per person in Langley, BC varies based on individual dietary habits and spending patterns. According to several sources estimates range from \$316- \$549 per person per month. It's important to note that food prices can fluctuate over time due to economic conditions and other variables. For the most accurate and current information, consider consulting local resources or conducting a personalized budget assessment.

ii) **Housing Costs:** As of January 2025, the average monthly rent for a one-bedroom apartment in Langley, BC is approximately C\$1,869. For a studio apartment, the average rent is around C\$1,557 per month. It's important to note that actual rental costs can vary based on factors such as location within Langley, the age and condition of the property, and included amenities.

iii) **Availability of suitable accommodation:** While there has been a slight increase in vacancy rates in Langley, BC, the rental market remains competitive. Students should be prepared for a diligent search and may need to act quickly when a suitable property becomes available.

a) **Proximity to SkyQuest:** Choose accommodation near Langley Regional Airport to minimize transportation challenges. Suburbs like Murrayville or Downtown Langley are popular and offer a mix of housing options.

b) **Shared Housing:** Renting near other students or flight schools can lower costs and provide carpool opportunities. Entering an agreement with a roommate will reduce rental costs.

iv) Public Transit:

Langley is part of the TransLink network, which connects the Lower Mainland of British Columbia through buses, SkyTrain, and commuter trains.

a) **Bus Services:** Langley is served by several bus routes, with the Langley Centre being a major transit hub. Popular routes in Langley include #503 (Fraser Highway Express) and #501, which connect Langley to other cities like Surrey and Vancouver. Check for buses stopping near Langley Regional Airport (where SkyQuest Aviation is located) to streamline your commute.

b) **SkyTrain Access:** The nearest SkyTrain station is King George Station in Surrey, about 20-25 minutes away by bus or car. This provides connections to downtown Vancouver and other parts of the region.

v) Driving:

a) **Car Ownership:** Owning a car may be the most convenient option, especially for commuting to Langley Regional Airport, as it is not directly accessible by major transit routes.

b) **Driving License:** International students can drive with a valid license from their home country for up to 90 days. After that, you will need to obtain a British Columbia driver's license.

c) **Parking:** Langley Regional Airport and SkyQuest Aviation have ample parking facilities, making driving a practical choice.



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- vi) **Cycling:** Langley has a growing network of cycling paths. If you live nearby, cycling to SkyQuest is a healthy and eco-friendly option. Check the distance and safety routes between your residence and the airport.
- vii) **Ride-Sharing and Taxis:** Services like **Uber** and **Lyft** operate in Langley and can be used for convenient transportation to and from the airport or other locations. Local taxi companies like **Langley Taxi** are also available, though they be more expensive than ride-sharing apps.

- viii) **Health care**

- a) Information on healthcare services in BC can be found in SKyQuest Health & Safety Policy including enrollment in MSP, community walk-clinics and telehealth services, emergency and non-emergency medical services.

- ix) **Daily Life**

- a) **More information on living in BC:** <https://www.welcomebc.ca/start-your-life-in-b-c/daily-life>

- c) **Student support services**

Information on how students can access resources and services to support their cultural adjustment, including:

- i) Adapting to Cultural Differences in Canada
<https://arrivein.com/studying/adapting-to-cultural-differences-in-canada-as-an-international-student/>

- d) **Attendance Requirements & Academic Progress**

- i) Students must attend all bookings and be ready for departure 30 minutes prior to their scheduled flight time, which includes all pre-flight planning, flight, ops log, and final briefings. Failure to do so will result in the flight being canceled and a late cancellation fee charged.

- e) **Complaints and Appeals process**

- i) A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time. All parties are encouraged to resolve issues informally between themselves. If this proves to be unsuccessful, SkyQuest has a Dispute Resolution Policy that includes the process to initiate a complaint and to resolve said complaint.

- f) **Employment Rights & Conditions**

International Students should familiarize themselves with their rights and responsibilities regarding employment in BC: <https://www.welcomebc.ca/study-in-b-c/while-you-are-studying-in-b-c>

- g) **Tenancy Rights**

Students will receive information about tenancy rights and responsibilities under the BC Residential Tenancy Act: <https://tenants.bc.ca/your-tenancy/human-rights/>

- h) **Community Integration**

SkyQuest encourages students to engage with local cultural, religious, and sports groups to facilitate integration into the community.

- i) **Indigenous Peoples in BC**



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SkyQuest acknowledges and respects Indigenous cultures and communities in British Columbia. More information is available here: <https://www.welcomebc.ca/choose-b-c/explore-british-columbia/indigenous-peoples-in-b-c>

j) Contact Information for Designated Staff Member

Students will be given the contact details of their designated point of contact for any queries or issues they may encounter.

k) Emergency Contact Information

- Local Emergency Services (Police, Fire, Ambulance): 911
- *Langley Memorial Hospital* 22051 Fraser Hwy, Langley, BC V2Y 2M6