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Section A ADMISSION POLICY

Part 1 Students are admitted to a specified program when the following are complete:

i. Registration Form
ii. Prerequisites specific to the applied program
iii. Approval by the Admissions Department
iv. Students transferring into one of our programs from another institution will be required to meet the requirements of Section H Prior Learning Assessment.

To be licensed, students must acquire all of the following:

i. Valid Medical Certificate (of appropriate category)
ii. PSTAR exam
iii. Radio Licence
iv. Student Pilot Permit

Part 2 Recreational Pilot Permit Program

The Recreational Pilot Permit Program has open registration and no pre-requisites. The minimum age requirement is 14 years; however, a student will not be able to obtain a permit until the age of 16 years.

Applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification

During training the student must obtain and provide SkyQuest with copies of:

i. Valid Medical Certificate (Minimum Category 4)
ii. Radio Licence
iii. Student Pilot Permit

Part 3 Private Pilot Licence Program

The Private Pilot Licence Program has open registration and no pre-requisites. The minimum age requirement is 14 years; however, a student will not be able to obtain a licence until the age of 17 years.

Applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification

During training the student must obtain and provide SkyQuest with copies of:

i. Valid Medical Certificate (Minimum Category 3)
ii. Radio Licence
iii. Student Pilot Permit

Part 4 Commercial Pilot Licence Program

Commercial Pilot Licence Program applicants must have a Private Pilot Licence and a valid Category 1 Medical Certificate. The minimum age requirement is 17 years; however, a student will not be able to obtain a licence until the age of 18 years.

New applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification
iv. Valid Medical Certificate (Category 1)
v. Private Pilot Licence

Part 5 Multi Engine Rating Program

Multi Engine Program applicants must provide proof of a Private Pilot Licence or Commercial Pilot Licence and a valid Medical Certificate. The minimum age requirement is 17 years.

New applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification
iv. Valid Medical Certificate (Minimum Category 3)
v. Private Pilot Licence or Commercial Licence

Part 6 Instrument Flight Rules Group 1 & 3 Programs

All IFR Program applicants must provide proof of a Private Pilot Licence and a valid Medical Certificate. The minimum age requirement is 17 years.

New applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification
iv. Valid Medical Certificate
v. Private Pilot Licence or Commercial Licence

Part 7 Flight Instructor Rating Program

Flight Instructor Rating Program applicants must provide documentation indicating successful completion of a Commercial Pilot Licence program along with a valid Category 1 Medical Certificate. The minimum age requirement is 18 years.

New applicants must provide SkyQuest with a copy of:

i. Proof of Citizenship
ii. Proof of Age
iii. Picture Identification
iv. Valid Medical Certificate (Category 1)
v. Commercial Pilot Licence

Part 8 Neither the institution nor the student can waive the admission requirements.

Section B WITHDRAWAL AND DISMISSAL POLICY

Part 1 Withdrawals

Notice of withdrawal must be provided in writing to SkyQuest Aviation.

Part 2 Dismissals

Any of the following are grounds for immediate dismissal:

i. Violation of the Canadian Aviation Regulations.
ii. Violation of published safety regulations.
iii. Mistreatment of aircraft and equipment.
iv. Action, operation, procedure, behaviour or conduct by a student which, in the view of the Chief Flight Instructor, compromises safety in flight training operations.
v. Abuse, theft or non-accidental damage to SkyQuest property.
vi. Behaviours displaying insubordination, or a refusal to cooperate with instructors and schedules.
vii. The use of alcohol or drugs while in attendance at SkyQuest.
viii. Disrespect of SkyQuest Code of Conduct and Policies.
ix. Forgery, alteration or misuse of SkyQuest documents, records or identification (including Pilot Training Records) or knowingly submitting false information to SkyQuest.
x. Absenteeism for more than three Training Bookings or three Ground School classes without notifying SkyQuest and providing a doctor’s note.
xi. The sale or possession of restricted drugs or narcotics on SkyQuest property.
xii. Engaging in lewd, indecent or obscene behaviour on SkyQuest property.
xiii. Abusive behaviour towards a member of SkyQuest staff.
xiv. Soliciting or assisting another student to committing an act subject to expulsion, suspension or probation pursuant to this section.
xv. Violation of Section H Attendance Policy

In the event of dismissal, written notice will be provided to the student. Dismissals are governed by SkyQuest Aviation's Dispute Resolution and Refund policies. Students in violation of Canadian Aviation Regulations, or SkyQuest Aviation's Flight Training Rules and Safety Precautions are responsible for all damages and injury that result from such violation.

Part 3 Transfers

If a student wishes to transfer from SkyQuest Aviation to another institution, a written notice withdrawal must be sent to the administrator or CFI. Refer to section C Part 1 for guidance on refund policies. Students will receive a copy of their training record with SkyQuest as well as any other relevant documents (ex. Written exam results).

Section C PAYMENT POLICY

Flight training is conducted on a pay-as-you-go basis with no obligatory pre-payment required. Payment of services is due upon completion of each booking, except for the Ground School tuition which is payable prior to class attendance. Refunds are subject to the Refund Policy set out in the Registration Form and can take up to fourteen business days to process.

For information regarding international admissions fees/refunds, refer to Section H, Part 1

Part 1 Refund Policy: Before the program of study begins

i. 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, the institution may retain 0% of the total tuition and fees due under the contract.

ii. If written notice of withdrawal is received by the institution before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of $1,000.

Part 2 Refund Policy: After the program of study starts:

i. 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 10% of the tuition.

ii. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition.

iii. If written notice of withdrawal is received by the institution, or a student is dismissed after 30% and before 50% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition.

iv. If a student withdraws or is dismissed after more than 50% of the period of instruction specified in the contract has elapsed, no refund is required.

v. If a student does not attend the first 30% of the program (“no-show”), the Institution may retain up to 50% of the tuition paid under the contract.

vi. If the Institution receives a refusal of study permit (applies to international students requiring a study permit) before 30% of instruction hours would have been provided, 100% of the tuition and all related fees, other than the application fee shall be refunded to the student.

vii. If a student enrolled in a program without having met the admission requirements for the program and the student did not misrepresent the student’s knowledge or skill when applying for admission, the Institution shall retain 0% of the total tuition and fees, including application fees.

viii. The Institution must refund unused aircraft utilization fees paid by or on behalf of the student if any of the following apply:

a. Student provides notice of withdrawal
b. Institution provides notice of dismissal
c. Student completes the program
d. Student does not attend any of the first 30% of the hours of instruction of the program

The Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Section D LETTER OF RECOMMEND POLICY

Part 1 Written Examinations PPAER & CPAER

A letter of recommend for Private and Commercial Licences will be issued only once the candidate has met the following criteria:

i. Completion of the SkyQuest in-House exam with a mark of 80% or greater on all topics,
ii. has met the flight time requirements as laid out in the Canadian Aviation Regulations and
iii. has a record of having completed the minimum required hours of Ground School Attendance and/or Self Study for the applicable licence.

Part 2 Flight Test

A letter of recommend for any flight test will only be issued once the candidate has met the requirements as outline in the Canadian Aviation Regulations and the instructor finds the candidate’s skills meet or exceed the flight test standard.

Section E COMPLAINTS, HARASSMENT, ANTI-RACISM, AND DISPUTE RESOLUTION

International student(s) 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 concerns are handled fairly, confidentially, and without retaliation, in line with the BC Human Rights Code.

SkyQuest is committed to providing a safe, respectful, and inclusive learning environment where harassment, racism, discrimination, and bullying are strictly prohibited. All students, instructors, and staff must treat one another with professionalism and dignity, regardless of race, ethnicity, gender, gender identity, sexual orientation, religion, nationality, language, disability, or any other protected characteristic. As a culturally diverse aviation community, we expect everyone to communicate respectfully, avoid stereotypes, and value the global perspectives that strengthen our training environment.

Any behavior that creates a hostile or unsafe atmosphere, whether verbal, physical, written, or online, will not be tolerated and may result in disciplinary action, including suspension or removal from the program. All are encouraged to raise and resolve complaints about academics, administration, student services, misleading information from education agents, or harassment and discrimination between themselves.
If unsuccessful, the following resolutions will be implemented:

Part 1 Initiating a Complaint:

i. Student complaints must be made in writing within thirty (30) days of the last in-person attendance to the program.

ii. The complaint must be submitted to the Chief Flight Instructor in writing outlining the nature of the complaint, accompanied by a detailed account of any previous attempts to resolve the situation.

iii. In the event the Chief Flight Instructor is absent or named in the complaint, the complaint should be submitted to the Administrator or Supervising Instructor.

iv. Students may be represented by an Agent or Lawyer if they desire.

Part 2 Complaint Resolution:

i. The Chief Flight Instructor will review all the information provided and provide a conclusion.

ii. Written reasons for the resolution will be provided to the student within thirty (30) days of the date of the complaint submission.

iii. If the conclusion is deemed unsatisfactory by either party an appeal can be filed through a mutually agreed upon arbitrator, who will impose a binding resolution.

iv. Corrective actions include, but are not limited to, probation, suspension, or dismissal of the student and/or discipline of SkyQuest staff as dictated by company policy.

v. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Part 3 Suspension of Training while under investigation

If an allegation is made against a student, the Chief Flight Instructor may suspend the student's training until a final decision is reached. While on active suspension, a student is prohibited from receiving any form of training at the school. SkyQuest reserves the right to determine whether these matters should be addressed under its code regardless of actions of external agencies (i.e. police) and may use information provided by such agencies.

Section F PRIVACY POLICY

All information and materials which fall under the Privacy Act will be kept secure and confidential.

Section G INTERNATIONAL STUDENT REQUIREMENTS

Part 1 Admission Fees and Deposit Refund

i. If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify the institution, and the institution may issue a second Letter of Acceptance for a later start date. In that case, the institution may charge an additional $200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. If a student fails to advise the institution that he/she did not complete the Study Permit application, the refund policy set out in Section C will apply.

ii. If a student advises the institution in writing, prior to the start date, he/she was denied a Study Permit and provides a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada, the institution may retain the lesser of 10% of the total fees due under the contract or $400. If a student fails to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Section C will apply.

Part 2 Ground School International Students

Students are expected to attend all classes and be ready to start class at the scheduled time. All reading and assignments are to be completed prior to the beginning of class. Absenteeism for more than three classes due to illness must be accompanied by a doctor's note. Any classes that have been missed are expected to be made up by attending the same class in the next Ground School session or with a ground briefing (at the student's expense).

Part 3 Flight Training Bookings International Students

Students are expected to arrive 15 minutes prior to the start of the booking with all planning, reading or assignments completed. Students are expected to attend all bookings provided to them.

The schedule is considered complete on Friday at 12:00. All bookings are made per the instructor's directions. Students review bookings for any errors and inform SkyQuest staff immediately to make appropriate changes.

For weather considerations, it is expected that the students contact an instructor prior to assuming their booking is cancelled. If the weather is deemed unsuitable for the planned training flight other options will be discussed (alternate route, dual training, simulator training or ground briefing).

Students are expected to cancel and request their own booking changes. A doctor's note will be required if more than three bookings are missed due to illness.

Part 4 Uniforms

Uniforms are mandatory for all Corporate Wings and Aviation Technology & IAAS student for all bookings.

The uniform will consist of:

i. White shirt with epilates
ii. Black dress pants
iii. Black shoes
iv. Black socks

Part 5 Personal Presentation

Personal presentation is of high importance and each student shall:

i. Be showered.
ii. Proper antiperspirant worn.

Failure to comply with this policy will result in corrective action which may include suspension of bookings and/or fees charged to your account.

Section H PRIOR LEARNING ASSESSMENT

Part 1 Assessment Process

Students enrolling into one of our training programs after receiving training at another institute are required to be interviewed prior to be accepted into a training program.

i. Interview to conducted by the Chief Flight Instructor or Delegate.
ii. Interview to be conducted in accordance with Prior Assessment Check sheet.

Part 2 Language Proficiency Assessment

If the CFI or an instructor has determined that a language barrier is present or interfering with training progress, they may cease training until the Aviation Language Proficiency Test has been successfully completed. This test is required by Transport Canada for all licences. The ALPT will be conducted by an appointed examiner.

Section I ATTENDANCE POLICY

Part 1 Student Activity

Students are expected to attend classes regularly to be considered active, inactive students will be subject to the following policies:

i. Flight Training Bookings
Scheduled Dual Training Flights, Solo Training Flights, Individual Ground Briefings, and Flight Training Device Bookings.

ii. Ground School Instruction
Instruction provided in a group classroom environment.

Part 2 Long Term Absence

i. Students who have not attended any form of Flight Training Bookings, or Ground School Instruction for a period greater than 12 months from their last training activity without prior permission from the Chief Flight Instructor will be dismissed from the training program.

ii. Students shall report any planned long-term absence in writing to the Chief Flight Instructor outlining the duration and reason(s) for the planned absence, at the discretion of SkyQuest Aviation the student will be granted a leave of absence from the program.

Part 3 Short Term Absence

i. Short term absence is acceptable for circumstances such as illness, appointments, or other circumstances beyond the student's control provided that SkyQuest Aviation is notified as soon as practicable.

ii. Subject to Part 3 (i) a student that fails to attend a Flight Training Booking without prior notification will be assessed a No-Show Fee or cancels a booking without providing 24 hours notice will be assessed a Late Cancellation Fee. Fees may be waived at the discretion of SkyQuest Aviation.
   a. Any missed scheduled Flight Training Bookings can be rescheduled for the next mutually convenient opportunity.
   b. A student may attend Ground School Instruction for one additional rotation at no additional fee, if a topic section or class session is missed, or if the student feels additional study is required.

Section J SAFETY POLICY

SkyQuest Aviation Ltd. is committed to ensuring the safety of all its students and staff.

Part 1 Objectives

This Policy:

i. Shows the commitment of SkyQuest Aviation Ltd.'s management and workers to health and safety
ii. Aims to remove or reduce the risks to the health, safety and welfare of all workers, contractors and visitors, and anyone else who may be affected by our business operations
iii. Aims to ensure all work activities are done safely.

Part 2 Responsibilities

i. Management

Will provide and maintain as far as possible:

a. A safe working environment
b. Safe systems of work
c. Facilities for the welfare of workers
d. Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
e. A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
f. A commitment to continually improve our performance through effective safety management.

iii. Staff

Each worker has an obligation to:

a. Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to equipment
b. Take reasonable care of the health and safety of themselves and others
c. Wear personal protective equipment and clothing where necessary
d. Comply with any direction given by management for health and safety
e. Not misuse or interfere with anything provided for health and safety
f. Report all accidents and incidents on the job immediately
g. Report all known or observed hazards to their supervisor or manager.

Part 3 Implementation of Policy

The Accountable Executive will ensure that all employees have access to the Safety Policy and information about the Regulatory Authority in accordance to the EQA Policy and Procedures Manual and Private Training Act Policy Manual. Each employee will be given a copy of the general policy on commencement of his or her employment.

Part 4 Safety Rules

i. Observe and practice the safety procedures established for the job.
ii. If you spot any possible hazardous situation report it to your supervisor immediately.
iii. Observe smoking regulations.
iv. Do not block access to fire extinguishers.
v. Do not engage in practices that may be inconsistent with ordinary and reasonable common sense safety rules.
vi. In the case of an emergency, refer to the Emergency Response Plan and the Emergency Contact List.
vii. Any safety concerns by students and renters are to be reported by use of the Safety Feedback Form.
viii. Safety equipment shall be maintained at regular intervals as per standards.

All employees should know where the first-aid kit, eyewash station and fire extinguishers are located, have a copy of the emergency plan and be trained on the emergency plan and evacuation procedures. All employees should comply with all maintenance schedules and defect lists.

Section K SEXUAL MISCONDUCT POLICY

SkyQuest Aviation does not tolerate any form of sexual misconduct and is committed to providing its students with an educational environment free from sexual misconduct and strives to prevent it and respond effectively and in a timely manner when incidents do occur.

SkyQuest Aviation has adopted this Sexual Misconduct Policy, which defines sexual misconduct and outlines its training, reporting, investigative and disciplinary responses to complaints of sexual misconduct made by its students that have occurred on its campus and involve its students.

The person accused of engaging in sexual Misconduct will hereafter be referred to as the "Respondent," and the person making the allegation as the "Complainant."

Part 1 Definition of Sexual Misconduct

Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:

i. sexual assault,
ii. sexual exploitation,
iii. sexual harassment,
iv. stalking,
v. indecent exposure,
vi. voyeurism,
vii. 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,

viii. the attempt to commit an act of sexual misconduct, and
ix. the threat to commit an act of sexual misconduct.

Part 2 Training, Scope, and Application

SkyQuest Aviation shall include a copy of the Sexual Misconduct Policy in every contract made between it and its students and provide a copy of the Sexual Misconduct Policy to management, instructors, staff, other employees, and contractors, and train them about the policy and its processes of reporting, investigating, and responding to complaints of sexual misconduct involving its students.

SkyQuest Aviation management, instructors, staff, other employees, and contractors will report incidents of or complaints of sexual misconduct to the Institution Administration and Chief Flight Instructor upon becoming aware of them.

Students who have been affected by sexual misconduct or who need information about support services should contact the Institution administrator.

Part 3 Disclosing a Complaint or Filing a Sexual Misconduct Report

A Complaint is an informal disclosure of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. Any student making a Complaint will be provided with resolution options and, if appropriate, will not be required or pressured to make a Report.

A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. Any student of SkyQuest Aviation may file a Report of sexual misconduct via email to the Administrator or to the Chief Flight Instructor.

Part 4 Responding to a Complaint of Sexual Misconduct

The institution will acknowledge receipt of the Complaint and Report within 3 school days and:

i. determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation.
ii. determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved.
iii. determine whether the incident should be referred immediately to the police.

In such cases or where civil proceedings are commenced in respect of allegations of sexual misconduct, SkyQuest Aviation may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures and determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

Part 5 Investigating Reports of Sexual Misconduct

The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.

The Complainant will be interviewed to ensure a complete understanding of the allegation and to gather additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident, and a complete description of what occurred.

The Respondent will be interviewed and informed of the complaint, provided details of the allegations, and provided an opportunity to respond to the allegations, including providing any witnesses the Respondent feels are essential to the investigation.

Any person involved or who has, or may have, knowledge of the incident and any identified witnesses will be interviewed.

Reasonable updates to the Complainant and the Respondent about the status of the investigation will be provided.

Following the investigation, the Chief Flight Instructor will:

i. review all evidence collected during the investigation,
ii. determine whether sexual Misconduct occurred, and if so,
iii. determine what disciplinary action, if any, should be taken as set out in Section 7 below.

Part 6 Disciplinary Measures

If it is determined by SkyQuest Aviation that the Respondent did engage in sexual misconduct, immediate disciplinary or corrective action will be taken.

This may include:

i. disciplinary action up to and including termination of employment of instructors or staff,
ii. expulsion of a student,
iii. the placement of certain restrictions on the Respondent's ability to access certain premises or facilities, or
iv. any other actions that may be appropriate in the circumstances.

Part 7 Appeal

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision by submitting a letter within 3 days addressed to the institution advising of the person's intent to appeal the decision. 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.

Part 8 Making False Statements

It is a violation of this Sexual Misconduct Policy for anyone to knowingly make a false complaint of sexual Misconduct or to provide false information about a complaint.

Individuals who violate this Sexual Misconduct Policy are subject to disciplinary and / or corrective action up to and including termination of employment of instructors or staff or expulsion of a student.

Part 9 Retaliation

SkyQuest Aviation will not tolerate any retaliation, directly or indirectly, or threats of retaliation against anyone who Discloses or Reports or who participates in a process that responds to a Report.

Individuals who violate the Sexual Misconduct Policy are subject to disciplinary and /or corrective action, up to and including termination of employment of instructors or staff or expulsion of a student.

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.

Part 10 Confidentiality and Information Sharing

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:

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

Part 11 Review

SkyQuest Aviation shall review its Sexual Misconduct Policy 3 years after it is first implemented and amend it where appropriate.

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.