

Admission Handbook





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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 Sea Land Air Evaluation Form [SLA-059-03-22] when:
 - Commercial Pilot License has been completed at another flight training unit
 - Flight proficiency up to commercial standard has yet to be demonstrated to the Class 1 Flight Instructor
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. Learning to Fly [SLA-010-06-13]
4. Course Outline¹
5. Transport Canada – Study and Reference Guide²
6. Transport Canada – Flight Test Guide³
7. Pilot Training Record (for RPP, PPL, CPL, FIR)
8. PTIRU Enrolment Contract Form(s)
9. Credit Card Authorization Form (if maintaining a credit card on file)

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 areas 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.

Booking and Cancellation Policy

- **Booking Responsibilities**

It is your responsibility to schedule your own bookings using our online booking system for both flight and ground training. This helps reduce communication errors over phone calls. We strongly recommend making regular bookings in advance, especially during busy seasons. If you encounter any issues with scheduling, please contact us so we can assist you.

- **Solo Flights Outside Office Hours**

PPL students wishing to conduct solo flights outside our office hours (9:00 AM – 5:00 PM) must arrange instructor supervision in advance. This service incurs an additional fee.

- **Booking Updates**

If you intend to fly solo in place of a previously scheduled dual flight, you must update your booking in the system. Failure to do so may result in instructor charges.

¹ 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.

² Study and Reference Guide: TP12880, 12881E, TP691E

³ Flight Test Guide: TP13723, TP13462, TP219, TP9939E.

Cancellation Policy

- **General Cancellations**

Cancellations for any reason other than weather or illness must be made at least **48 hours in advance**.

Cancellations made within 48 hours will incur a fee equivalent to **1 hour of flight time and 1 hour of instructor time** (if applicable).

Use our online booking system to cancel, or if the system is unavailable, notify us via email.

- **Weather-Related Cancellations**

Poor weather may necessitate delaying or canceling your flight. Cancellations must be based on an informed discussion with your instructor. You must contact your instructor before canceling a booking due to weather, or a cancellation fee will apply.

Use these resources to assess the weather:

<https://plan.navcanada.ca/wxrecall/>

<https://spaces.navcanada.ca/workspace/aeroview/>

- **Sickness-Related Cancellations**

To maintain a safe learning environment, SLA allows cancellations due to illness without a cancellation fee under the following conditions:

- Notify your instructor (for dual bookings) or dispatcher (for solo bookings) as soon as possible and no later than **two hours before your scheduled time**.
- For 9:00 AM bookings, if you cancel due to sickness on the same day, you will still be charged a "cancellation fee" because our office hours are from 9 AM to 5 PM.

Attendance and Withdrawal Policy

Domestic Students

- If you are a domestic student and are absent for more than one year without providing written notice and a valid reason, you will be considered "withdrawn" and lose access to our booking system.

International Students

- If you are an international student, once SLA issues your acceptance letter for you to obtain a study permit, we are responsible for reporting your enrollment status to Immigration, Refugees and Citizenship Canada (IRCC) every six months.
- You are expected to consistently attend school and make continuous progress toward completing your program.
- If you are absent for more than one month, you must submit written notice to the Chief Flight Instructor in advance, explaining the reason for your absence.
- If you are absent for more than three months without submitting written notice and a valid reason, you will be considered "withdrawn" from the program and lose access to our booking system.

- SLA will not issue an acceptance letter for a study permit extension to international students who are unable to complete their training before their study permit expires **if** the Chief Flight Instructor determines that the delay is due to poor attendance. These students will be considered withdrawn from the program.

Note: Any student enrolled in SLA programs may withdraw at any stage provided written notice is given at the time of withdrawal. 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.

Pilot Training Record

Your training will be documented in a Pilot Training Record (PTR). PTRs for RPP, PPL, CPL, and FIR are stored on the shelf behind the dispatch desk.

- It is your responsibility to make entries after your solo flights.
- Entries in the PTR must match those in the aircraft journey logbook.
- PTRs must remain at the school and will be sent to Transport Canada at the end of your training for licensing purposes.
- Students should maintain a personal logbook and ensure its entries align with the aircraft journey logbook.
- If you wish to take possession of your PTR, you must complete a PTR Receival Form, available from our dispatcher.

Note: Once you withdraw from our program, are considered withdrawn as explained in the "Attendance and Withdrawal Policy" section of this document, or are dismissed, you must collect your PTR within 30 days of that date. SLA will not retain it after this period and will not be held responsible for any unclaimed PTRs.

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.

Tuition Tax Credit

The Canada Revenue Agency has strict guidelines for institutions like ours when issuing the Tuition and Enrolment Certificate (T2202) for tuition tax credits.

Each January or early February, we will email students to ask whether they require a T2202 form for tuition paid in the previous year. If we do not receive a response by the specified deadline, we will assume you do not require the form. Please note that we will not be able to issue a T2202 once the deadline has passed.

Lesson Recording and Publication Policy

Permission Requirement: Prior to recording any video or audio of lessons, students are required to obtain explicit permission from instructors.

School Approval: For any recorded video or audio captured during ground instruction and flight instruction ensure that you have the chief flight instructor's authorization before publishing, including on social media.

School discretion for removal: If the chief flight instructor deems the content of the published video or audio as inappropriate, student will comply to remove the content upon request by the chief flight instructor.

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 (Night Rating)
- Whether the students are ready for a flight test (all of programs except Night Rating)

Evaluation Standards

- 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 (CFI) 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

Purpose

This policy governs complaints from students respecting Sea Land Air Flight Centre and any aspect of its operations.

The purpose of this policy is to provide consistency and fairness while addressing issues and complaints in an efficient manner. 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.

The process by which the student complaint will be handled is as follows:

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 in detail to the Chief Flight Instructor (CFI). Complaints must be made 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. These personnel are also responsible for the following steps, investigation and resolution/ determination

Chief Flight Instructor, Akiko Takami - Email: aki@sealandair.ca

Accountable Executive, Daniel Lai - Email: daniel@sealandair.ca

Step 2 - Investigation

The CFI or the Accountable Executive will conduct an investigation as necessary when the case is complex or serious, before proceeding to Step 3 - Resolution. When the investigation takes more than one week, the CFI will report the progress of the investigation to the student.

Step 3 - Determination

The CFI or the Accountable Executive will always try to resolve the complaint as soon as it is received when they judge that an investigation is not necessary. Determination with its reasons will be provided to the student in writing within 30 days after the date on which the complaint was made when an investigation is required. Determination with its reasons in writing will

specify whether the decision is final. If the resolution or determination 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.

When the determination with its reasons in writing does NOT state that the decision is final, the decision is subject to reconsideration and the student can request a reconsideration to the CFI or the Accountable Executive in writing within 5 days after the date on which the determination with its reasons in writing was provided to the student.

Step 4 - Filing a complaint with the Private Career Training Institutions Branch

A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.

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.

Dismissal Policy

A student or renter may be dismissed from SLA or have their renter privileges revoked for violations of SLA's policies and procedures. Grounds for dismissal include:

- Cheating or plagiarism in connection with the academic program.
- Forgery, alteration, or misuse of SLA documents, records, or identification, or knowingly furnishing false information.
- Theft or intentional damage to SLA property.
- Non-compliance with policies stated in the SLA Admission Handbook or the Rental Agreement.
- Repeated cancellations with less than 48 hours' notice (except for weather) or repeated no-shows.

The CFI will issue a written dismissal notice to the student once any of the above conditions are confirmed. Any funds the student has on account at the time of dismissal will be refunded in accordance with the Refund Policy.

Payment Policy

- The rates are as posted. The billable time is based on the Hobbs meter time.
- SLA accepts cash, direct debit, Visa and MasterCard as payment for services rendered.
- Rental aircraft and training services are paid for on a pay-as-you-go basis; no credit will be extended to the renter. Payment is expected upon receipt of services.
- SLA requires either access to a valid credit card with cardholder's written authorization ('Credit Card Authorization Form') or a minimum deposit of \$500 to be **maintained** on the renter's account to charge for services, no show fees and/or other balances (if applicable).
- All international students are required to maintain a \$500CAD deposit on their account regardless of payment type.

- For pre-authorized payments (i.e. amount of each flight or any outstanding payments) without an actual card present, SLA requires the renter to sign the Credit Card Authorization Form.
- We do not accept cheque payments on a flight-by-flight basis. Cheques are only accepted for deposits into the renter's account and a seven business day wait time is required to clear a cheque before it comes into effect. In some cases, this wait time can be waived or shortened at the discretion of management. A NSF cheque will be charged \$25CAD.
- If there is a history of a credit or debit card being declined **more than twice** SLA requires payment of the proposed flight time before each of the renter's flights.
- For flights conducted entirely outside of office hours without an instructor or dispatcher present:
 - Payment will be processed the next day if the renter has a valid credit card or deposit on file.
 - If the renter pays via debit or cash they will be required to make a deposit for the expected flight time during office hours prior to their flight (either that day or prior to that day).
 - In cases where the renter has a deposit on account, but the expected flight time is estimated to be over the deposit amount, a pre-payment for the full amount of the proposed flight time is required. This pre-payment will be redeemed the next day.
- All aircraft require a minimum of a **4 hour charge per 24 hour period** for overnight rental. Prior to an overnight rental, a deposit equal to 4 hours of rental with fuel surcharge will be required regardless of payment type.
- After hours when there is no dispatcher on duty we do not accept cash for payment.

Refund Policy

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • Any circumstances before program start date. 	100% tuition and all related fees and deposit other than application fee (\$250 in the case of International student) . Related fees include: administrative fees and fees charged for textbooks or other course materials if applicable.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	No refund on completed flight training. In the case of Ground School, 70% of the ground school tuition will be refunded. Fees paid for course materials if not

Circumstances when Refund Payable	Amount of Refund
	provided to the student will be fully refunded.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>No refund on completed flight training. In the case of Ground School, 50% of the ground school tuition will be refunded.</p> <p>Fees paid for course materials if not provided to the student will be fully refunded.</p>
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	<p>No refund on completed flight training. In the case of Ground School, 50% of the ground school tuition will be refunded.</p> <p>Fees paid for course materials if not provided to the student will be fully refunded.</p>
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p> <p>Courier fee of the Letter(s) of Acceptance is not refundable.</p>
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	<p>100% tuition and all related fees, including application fees</p>

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).

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.

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.

Student Deposit Policy

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.

Sexual Misconduct Policy

Responsibility and Commitment

Sea Land Air Flight Centre is committed to the prevention of and appropriate response to sexual misconduct. 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. It is contrary to this policy for SLA to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

What is Sexual misconduct

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.

Complaint and Report

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. For the purposes of this document, a disclosure/complaint is when the victim/survivor discloses/chooses to tell someone at the post-secondary institution of an incident of sexual misconduct in order to seek support but may not want to make a report to police or campus authorities. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A report can be made by anyone including, but not limited to, the victim/survivor. A student or SLA staff member making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**. SLA will respect the right of the individual who has experienced sexual misconduct to choose the most appropriate services and to independently determine whether to contact police and/or make a formal report (with the understanding that if there is imminent risk to others the need to report to authorities may supersede the rights of the individual).

SLA will respect the choice of the individual as to what and how much to disclose about the experience.

Making a Complaint

The process for making a **Complaint** about sexual misconduct involving a student or SLA staff member is as follows:

- A complaint should be directed to the Chief Flight Instructor, Akiko Takami or the Accountable Executive / President, Daniel Lai verbally or in writing.

Responding to a Complaint

The process for responding to a **Complaint** of sexual misconduct involving a student or SLA staff member is as follows:

- The Chief Flight Instructor or the Accountable Executive will acknowledge receipt of the Complaint within 3 days when a complaint was made in writing.
- The CFI will review the complaint and conduct an investigation by:
 - Collecting and reviewing documents that may contain relevant information.
 - Interviewing individuals, including witnesses, who may have relevant information.
 - Conducting additional interviews with the victim or the alleged perpetrator.
- When the investigation takes more than 7 days, the CFI will report the progress of the investigation to the victim of sexual misconduct.
- The Chief Flight Instructor or the Accountable Executive will have a consultation with the victim of sexual misconduct to provide support and seek resolution within 10 days after the date on which the complaint was made.
- Resolution options to ensure the safety of the victim/survivor including, but not limited to:
 - As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
 - Respect the right of the individual to choose the services they consider most appropriate.
 - Separating the victim and an alleged perpetrator by scheduling for them to be present at the different time in SLA facilities.
 - **Authorized leave** of the victim or/and an alleged perpetrator,
 - Removing an alleged perpetrator from classes, from part or all of the campus, while ensuring procedural fairness and any other applicable laws are respected. These apply even in circumstances where the victim/survivor chooses not to file a report to the police.

Making a Report

The process for making a **Report** of sexual misconduct involving a student or SLA staff member is as follows:

- The victim will prepare a written statement which describes the incident with possible request for action.
- The report should be directed to the Chief Flight Instructor, Akiko Takami or the Accountable Executive / President, Daniel Lai.

Responding to a Report

The process for responding to a **Report** of sexual misconduct involving a student or SLA staff member is as follows:

- The Chief Flight Instructor or the Accountable Executive will acknowledge receipt of the report within 3 days when a report was made in writing.
- The CFI will review the report and conduct an investigation by :
 - Collecting and reviewing documents that may contain relevant information.

- Interviewing individuals, including witnesses, who may have relevant information.
- Conducting additional interviews with the victim or the alleged perpetrator.
- When the investigation takes more than 7 days, the CFI will report the progress of the investigation to the victim of sexual misconduct.
- The Chief Flight Instructor or the Accountable Executive will have a consultation with the victim of sexual misconduct to provide support and seek resolution within 10 days after the date on which the complaint was made.
- Resolution options to ensure the safety of the victim/survivor including, but not limited to:
 - As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
 - Respect the right of the individual to choose the services they consider most appropriate.
 - Separating the victim and an alleged perpetrator by scheduling for them to be present at the different time in SLA facilities.
 - **Authorized leave** of the victim or/and an alleged perpetrator,
 - Removing an alleged perpetrator from classes, from part or all of the campus, while ensuring procedural fairness and any other applicable laws are respected. These apply even in circumstances where the victim/survivor chooses not to file a report to the police.

Confidentiality

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.

Contact information

Chief Flight Instructor, Akiko Takami - Email: aki@sealandair.ca Tel: 604-940-6811

Accountable Executive, Daniel Lai - Email: daniel@sealandair.ca Tel: 604-295-8176 ext. 1141

Help outside SLA

If you or someone you know is a victim of sexual assault, help is available. For information, please see the [sexual assault fact sheet](#) provided by [Victim Services and Crime Prevention \(Ministry of Public Safety and Solicitor General\)](#). You can also call [your local police](#) or [VictimLinkBC](#) for information and support.

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

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.

Emergency Response Plan

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 PTIRU.
- 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.

Student Statement of Rights

Sea Land Air Flight Centre is certified with the [Private Training Institutions Regulatory Unit](#) (PTIRU) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy. You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIRU for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.