



2021

Student Handbook

Coastal Pacific Aviation Ltd.



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Foreword

Welcome to Coastal Pacific Aviation. We are pleased to welcome you as a student, and are looking forward to helping you reach your aviation goals. We congratulate you on your selection to pursue a career in aviation. It is definitely a field where you will be rewarded, challenged, and pushed to new heights every day - metaphorically and literally! We consider it a privilege to educate and mentor a new generation of pilots,

and we hope that your experience as a CPA student is the first step towards a fulfilling career in the flight industry.

On behalf of all of us at CPA, welcome to the family!

Introduction

Coastal Pacific Aviation aims to provide the highest level of training while maintaining a highly professional environment. Passing the entry requirements and being selected into the pilot training program is the beginning of a bright and exciting future in the aviation industry. On the day you begin your training, you will assume the mind-set, demeanor, and time sensitive perspective of an aviation professional. We will be looking for performance, responsibility, and skill that demonstrate a strong aptitude for your chosen career. We must insist on strict adherence to policy and procedures to maintain the highest standards, for the benefit of the entire student body. Before we teach you how to fly like a professional, you must decide to be one.

It is your responsibility to conduct yourself as a highly disciplined professional pilot. It is both Coastal Pacific Aviation and your responsibility to make safety the first priority. You will be training alongside high achieving, career-minded fellow students, who are determined to excel.

As part of the environment at Coastal Pacific Aviation, we provide a *Student Handbook*. It describes the disciplines and procedures of training here at CPA. It is the responsibility of the student to be aware of the contents of the *Student Handbook*. This handbook is designed as a guideline to the prescribed procedures to be followed in routine operations.

Compliance, Distribution, and Amendments

This posting on the Coastal Pacific Aviation website is the sole means of access and distribution.

Compliance with the is manual is mandatory for all students. Failure to comply may result in fines, suspension, or termination.

General Flight Operations

Ground Handling

All aircraft and aircraft engines should be treated as if the student owns them. No excessive or abusive operation such as riding the brakes, abrupt power use, and exceeding flap or gear limitations will be tolerated. Students must remember that the care they give the aircraft will be rewarded with increased reliability.

The following are measures students must take prior to each flight:

- Fuel must be checked with the dipsticks provided, and then documented.
 - Only use the dipstick that corresponds to the aircraft you are using - do not mix dipsticks.
 - When checking the fuel in Cessna-172 aircraft, please ensure that you place your feet on the steps, not on wing struts.
 - Ladders must be used for checking fuel on all aircraft that are not equipped with steps.
- Pilots are responsible to ensure that windshields are clean prior to each flight.
- Pilots using the baggage compartments must ensure all baggage is properly secured using safety nets and straps.
- Pilots must perform a final inspection prior to entering the aircraft for a flight to ensure all covers, tie-downs and chocks have been safely removed and stored.
- Prior to engine start, pilots must visually verify that all required aircraft documents, maps, charts, and supplements required for the flight are on board.
- Taxiing is to be done at a speed comparable to that of a person walking fast.
 - While taxiing, do not turn on a locked wheel.
- **Never enter or exit the aircraft while the engine is running.**

- Tow bars are to be used to move aircraft to or from parking areas.
 - Use care to prevent scratches to aircraft surfaces (do not leave tow bar resting on nose wheel fairing).
 - **Do not move the propeller to place the tow bar without checking that the magnetos are in the 'off' position.**
- Control locks are to be installed at all times when the aircraft is parked. Re-install after pre-flight inspection if the aircraft is to be left on the apron.
- Cessna 172 aircraft are to be tied down after each flight.
 - When tied down after flight, the aircraft parking brake should be left off. This prevents leakage of hydraulic fluid due to temperature variations.
- Keys should be removed from C-172 aeroplanes after each flight and returned to dispatch with the appropriate logs. After hours, keys and logs will be stowed in the designated location.

Flight Preparation

The following preparations must be made before each flight:

1. Ensure the aircraft documents are valid and on board.
2. Ensure that flight crew licenses are carried.
3. Ensure that weight and balance are within limits for takeoff and landing.
4. Ensure takeoff and landing distances are sufficient for proposed flight.
5. Complete navigation logs, flight plans, flight notifications, as required.
6. Complete a pre-flight inspection on your aircraft and ensure all necessary equipment is on board (charts, flight computer, hood).
7. Check for snags and ensure that the aircraft is airworthy.

For any flight, weather and pertinent NOTAMs must be checked.

A **flashlight** must be carried on each night flight and aircraft landing light must be serviceable.

Students are responsible to have their own current charts and supplements for all flights. Dispatch will not loan copies, and will not make photocopies of CFS pages for students.

- **Flying Clothing**

Pilots and any passengers will either wear or carry on board the aircraft, clothing appropriate for the weather and terrain conditions over which the flight will operate. At a minimum, clothing will include long pants, closed toed shoes and a jacket. Winter clothing should include a heavy coat, boots, headgear and gloves.

Dispatch may not authorize an aircraft to students who are not adequately outfitted.

- **Mutual Partner/Safety Pilot**

Mutual partners are considered safety pilots and therefore share the responsibility for the safest outcome of the flight. Special attention should be paid to the alertness, decisions, and overall operations of the aircraft. Mutual partners should be ready to provide assistance to the PIC when it is required.

- **Passengers**

Students may be allowed to bring passengers on dual training flights, or flights in which an instructor is present. Students may not bring passengers on solo training flights at the PPL level. However, at the CPL level and above, passengers are permitted to sit in on solo time-building flights.

Passengers must be authorized by the CFI or his designate. If the CFI (or the CFI's designate) is unavailable, passengers may be authorized by dispatch personnel. Passenger names and phone numbers must be shown on the invoice when signing out prior to flight.

- **Recreational Flights**

The primary purpose of Coastal Pacific Aviation is to provide flight training, not recreational flying. Each solo flight should be used for the purpose of increasing flying proficiency, or building time.

- **Solo Flights**

Students conducting solo flights must strictly adhere to exercises authorized by their supervising flight Instructor.

- Survival Equipment

Survival Equipment is required for all single-engine flights outside of the area depicted in the following image:

Survival Equipment is to include the following:

1. CPA Survival Kit
2. CPA Axe
3. Suitable Jacket - warm enough for overnight.
4. Suitable footwear - consider the terrain over which you are flying.
5. Sleeping bag for each person on board.

Also include the following in winter weather:

1. Head cover with suitable insulation
2. Gloves or mitts
3. Sweater or fleece jacket

Life preservers or personal floatation devices are required for aircraft operating beyond 10 nm from land regardless of gliding distance.

Pilots are to reference TC AIM Air Annex 1.0 for guidance on the P.I.C. 's responsibility to provide appropriate shelter, means of making fire, provision of a signaling device and purified water.

Flight Operations and Local Operating Procedures

- Flight Operations/Safety

1. All flights must be conducted so as to conform with Transport Canada regulations.
2. All occupants of the aircraft must have their seat belt / shoulder harness fastened securely whenever the aircraft is in motion.
3. Checklists are to be used on every flight.
4. Take-off briefings are required on every flight.
5. If anyone other than the person signing out the aircraft is to handle the aircraft controls he must have specific authorization from Coastal Pacific to do so.

6. No solo landings are to be made at any airport except those authorized on the solo authorization and shown on the invoice at time of dispatch.
7. Landings will only be authorized for Public Certified Airports.
8. Proper leaning procedures must be used on all flights.
9. Coastal Pacific Aviation aircraft are insured for pilot plus a maximum of three passengers; at no time will more than four people (including infants) be carried.
10. No touch and go, or stop and go landings, are authorized on solo flights in the PA-30.
11. All items in the aircraft must be secured, survival kits and axes must be firmly secured under the baggage net, metal and journey logs can be secured by a seat belt in an unoccupied seat. The pilot-in-command will be responsible for costs resulting from damage due to unsecured or improperly secured objects.
12. Any low flying, buzzing, formation flying, aerobatics or any unauthorized manoeuvre is cause for automatic cessation of training and will lead to dismissal.
13. Cross-wind for conducting a take-off and landing may not exceed maximum as stated on a lesson plan, and in no case be greater than 15 kt crosswind component.
14. Thunderstorms are always to be avoided.
15. With a winterization kit installed, flights may not be conducted when temperatures exceed -40° C.
16. A winterization kit must be removed when operating in temperatures above -7° C.
17. No flights will be authorized when temperatures exceed -40° C.
18. Coastal Pacific Aviation does not have government approval for the carriage of dangerous goods. It is the responsibility of the pilot in command of each flight to ensure that no dangerous goods are on board.

- Flight Planning

If, due to extenuating circumstances, a landing must be made at an airport other than one authorized, it is to be reported to the company immediately upon return to base.

Students on solo flights will not fly below 700' AGL in practice areas and not below 1000' elsewhere. Students engaged in mutual hood practice shall not wear the hood below 1000' AGL.

Students on cross country flights are responsible for landing fees, customs fees, tie-downs, facilities, storage, pre-heating and the safety and security of the aircraft at all

times. If a student must call Coastal Pacific Aviation from another airport they may call collect.

Whenever an aircraft is being refuelled away from Abbotsford the pilot in command is responsible for ensuring that the appropriate SOP is followed.

Ceiling and visibility for local and cross-country training flights may not be below the minimum as stated on a lesson plan.

A flight must never be planned into an area of known or forecast icing conditions. If icing is inadvertently encountered during a flight the area of icing conditions should be left as soon as possible.

Local and cross-country flights may not be conducted when temperatures exceed minus 20° C unless a winterization kit is installed.

- Flight Termination

The journey log sheet presently in use by Coastal Pacific has been approved by Transport Canada and is included in the metal clip board which accompanies every flight. All columns must be completed in ink and the entry signed by the pilot in command or person designated by Coastal Pacific Aviation for each trip.

All snags will be entered on the Aircraft Deferred Defect List. When a fault or suspected fault becomes apparent it should be entered on the snag sheets immediately and dispatch advised at the end of the flight. All snags must be recorded in sufficient detail so as to assist in identifying the cause of the problem, and the person entering the snag should clearly enter his/her name for follow up. Entries will be reviewed daily by the maintenance coordinator or dispatch and referred to the maintenance contractor for rectification. The transfer of snags and unserviceable items to the Journey Log will be made by the Maintenance Coordinator or Dispatcher.

In the event of a forced or precautionary landing the pilot must notify the company or ATS as soon as able—under NO circumstances is a pilot to attempt a take-off without special authorization.

Pilots are responsible for the proper parking and securing of the aircraft on completion of their flight (control locks, tie downs, pitot covers, etc.).

- **Practice Areas**

The local practice areas that can be used are: Sumas CFA (CYA 187), Harrison (CYA 186), Glen Valley (CYA 188), and Pitt (CYA 185). These areas and their altitude restrictions are shown on the current Vancouver VTA chart. On solo flights students will only use practice areas approved by the instructor for that flight.

When operating in the Sumas/Harrison CFA students should maintain a listening watch on frequency 122.77(5). When operating in the Glen Valley/Pitt CFA students should maintain a listening watch on frequency 122.72(5). On cross country flights students should monitor 126.7 and 121.5 when able.

- **Whatcom VOR Area**

Students working the Whatcom VOR should be fully familiar with any special procedures to be used in this area. A flight plan must be filed to work the Whatcom VOR.

- **Flight Plans**

A Flight Plan must be filed with ATS for all flights in excess of 25 nm of the point of departure, for all night flights outside of the circuit, for any flight spending continuous time in US airspace and any flight intending to proceed east of Chilliwack, north of the Fraser River or west of Boundary Bay.

Pilots will never file a single flight plan for solo flights which include one or more intermediate stops. It is safer to file a separate flight plan for each segment between planned stopovers. This will shorten the SAR response time in the event of a problem and will assist with CPA flight watch. It may be practical to file several flight plans at the same time at the point of departure, and open and close them later as the trip progresses.

Pilots are expected to adhere to the route described in the flight plan, the appropriate FSS/ATC unit must be notified as soon as possible of any deviation from the intended route. Position reports must be relayed to FSS/ATC units at regular (not more than 1 hour) intervals.

Icing and Thunderstorms

A flight must never be planned into an area of known or forecast icing conditions. If icing is inadvertently encountered during a flight the area of icing conditions should be left as soon as possible.

Thunderstorms are always to be avoided.

Low Flying

Coastal Pacific will not tolerate low flying below 500' AGL on a dual flight or below 700' AGL on a solo flight in any area other than an airport. This includes (but is not limited to) exercises such as simulated forced approaches, precautionary landings and diversions, unless specifically authorized by the company and indicated on the lesson plan.

Exceptions for flight below 500' AGL are for dual simulated forced approach practice only.

Normally, once the aircraft has been configured appropriately on a simulated forced approach procedure, it is rarely necessary to descend below 500 feet on final. However, if a student is having difficulty assessing whether the approach will result in an undershoot or overshoot, it may be necessary (at the instructors' discretion on the specified lesson plans above) to descend to a lower altitude to prove the aim of the exercise. The hazards of low flying cannot be over emphasized. In addition to the normal hazards of low flying, instructors should be aware of the following:

Instructors shall be thoroughly familiar with the area that they intend to conduct simulated forced approach procedure practice taking into account the presence of man-made structures, hydro and telephone lines.

Instructors are reminded to adhere to low flying regulations in the AIM RAC section.

The simulated forced approach procedure should not be continued below a safe altitude that would decrease the likelihood of a safe landing in the event of any difficulty with the overshoot procedure.

Under no circumstances will solo flights be authorized below 700 feet AGL.

The instructor shall ensure that the go-around procedure is briefed and completed in such a way that the aircraft will not descend below 100 feet AGL at any time.

Note: The intent of allowing descent below 500 feet AGL on selected lesson plans, is only to allow Coastal Pacific Instructors (where necessary) the ability to expose their students to conditions that would increase awareness and better judgement in simulated forced approach procedures. Coastal Pacific instructors are not to continue an approach below any altitude that they are uncomfortable with or any altitude that may compromise safety.

At airports with paved runways with a length of at least 1800', a simulated forced landing may continue to a full stop landing on that runway, provided that the approach is stabilized prior to 500' AGL.

Any exercise with the intent to go below 500' AGL must be briefed prior to commencing that exercise so that the student is aware of the intention to overshoot at the appropriate altitude or commit to landing, as appropriate.

Non-adherence to these policies may result in disciplinary action or dismissal by the company.

Hand Swinging of Propellers

If an engine cannot be started due to a low battery, unserviceable starter, etc and there are no maintenance personnel or any other form of assistance available the propeller may be hand swung only if the following conditions are met:

1. the person swinging the propeller must have had prior training in this procedure.
2. there must be a person in the cockpit who has been briefed on starting procedures and who is competent to control the aircraft.
3. instructors must use discretion when hand starting an aircraft with a student at the controls.
4. the procedure to be used is briefed by the instructor.
5. students will not be authorized to "hand prop" a company aeroplane.

- Use of Landing Lights

Landing lights must be turned on as follows:

1. below 3000' AGL within 10 nm of an airport
2. during all takeoffs and landings
3. during flight in areas of low visibility

Lights may be used at other times at the pilot's discretion.

In-flight or Ground Operations Incident Reporting

All in-flight or ground incidents must be reported electronically to the Chief Flight Instructor via the ***Coastal Pacific Aviation Anonymous Safety or Incident Report*** system. When an incident occurs, students must also brief their supervising Flight Instructor. This reporting must occur as soon as possible after landing. If the incident involves possible damage to aircraft, it is crucial that the aircraft is removed from service properly so that a maintenance assessment can be properly made.

To assist students in rendering a definition, an in-flight or ground operations incident requiring a report includes, but is not limited to, the following:

1. An accident where a person is hurt or incurred as a result of the operation of the aircraft;
2. An accident where an aircraft is damaged or possibly damaged as a result of the operations of the aircraft or vehicle;
3. An abnormal occurrence, including:
 - abnormally hard landings, nose-wheel landings, or landings involving tail strikes or excessive side-loading on the landing gear;
 - bird strikes or possible bird strikes;
 - collision or possible collision with any object during ground or flight operation;
 - flap deployment in excess of the limit speeds specified for the aircraft;
 - airspeed in excess of the maximum structural cruise speed;
 - the exceeding of any other aircraft limitation prescribed by the *Pilot Operating Handbook*;
4. Non-compliance/possible non-compliance or confusion with an ATC clearance or instruction;
5. Non-compliance or possible non-compliance with an airspace regulation;
6. Violation or possible violation of a *Canadian Aviation Regulation*.

Remember that incidents are reviewed by the Chief Flight Instructor for the purpose of assessing how *the risk of recurrence can be minimized*. There is no intent to assess blame or fault, and it is important for students to be aware of this, and to be open communicating their experiences to staff—this is critical for Coastal Pacific's *Safety Management*.

It is common for the Chief Flight Instructor to brief Transport Canada on operational incidents, but students should know that these briefs do not entail communication of student identity, except where there is an intentional violation of the *Canadian Aviation Regulations*.

It is also common for Instructors to require students to write emails describing the incident, so it is important for students to make careful note of the time and location of the incident, and a description of related events.

For more information on incident reporting, contact your Flight Instructor.

Company Aircraft Daily Flight Log

The Aircraft Daily Flight Log presently in use has been approved by Transport Canada and is included in the metal clip board which accompanies every flight. All columns must be completed and the entry signed by the pilot in command or person designated by Coastal Pacific Aviation for each applicable trip.

Defect Reporting

All defects will be entered on the Daily Defect List (refer to MCM Section 4.1.1). When a fault or suspected fault becomes apparent it should be entered on the Daily Defect List immediately and dispatch advised at the end of the flight. All defects must be recorded in sufficient detail so as to assist in identifying the cause of the problem, and the person entering the defect should clearly enter his/her name for follow up.

Securing of Aircraft in Between Flights

Between flights aircraft must be parked on the ramp with all switches off, ignition key removed from switch, control lock installed, pitot cover installed and the aircraft tied down. Aircraft will not be left unattended with flaps down. Aeroplane doors must never be left open as damage may occur from wind or other aircraft slipstream.

If you are pre-flighting an aircraft prior to a lesson, and leaving it to meet your instructor, it is to be left in the following condition:

- C-172

1. Nose and tail tie down removed and pitot cover removed
2. Wing tie downs left attached
3. Gust lock in place
4. Flaps retracted
5. Doors closed

This will make the aircraft ready for flight with the exception of removing the wing tie downs and gust lock.

- **PA-30**

1. All tie downs and pitot cover removed
2. Leave wheel chocks in place
3. During periods of rain or hot sunshine, leave the cabin cover in place
4. Flaps retracted
5. Doors closed

Flights Over Water

No person shall operate a single engine aircraft at an altitude that does not permit the aircraft to glide to land in the event of an engine failure. Refer to the aircraft POH to calculate gliding distance for flights over water.

Unless in the event of an emergency (i.e. ditching), no person shall attempt to land a land aeroplane on water.

Use of Life Preservers or Personal Flotation Devices

All aircraft operating beyond 10 NM from land regardless of gliding distance must have life preservers or personal flotation devices for all persons on board.

Mountain Flying, Routes and Landing Sites

An instructor must, before conducting training flights in mountainous terrain, have the approval of the Chief Flight Instructor. This approval must indicate those landing sites the instructor is authorized to use and a note shall be included in the instructor's personnel file. Restrictions and weather minimums will be outlined and must be strictly adhered to.

Compliance with Regulations, Manuals etc.

All flights must be conducted so as to comply with the *Canadian Aviation Regulations*, aircraft flight manuals and company procedure manuals.

Before each flight of a company aircraft, the Pilot in Command shall consult the journey log book, the Aircraft Daily Flight Log (DIR #12) and the aircraft daily defects log (DIR # 13) , to decide whether the flight may take place. If in doubt as to the time remaining to scheduled maintenance tasks, or the acceptability of defects, the Pilot in Command must contact the Person Responsible for Maintenance.

Aircraft will not be operated unless they are:

1. Airworthy
2. Appropriately equipped, configured and maintained for their intended use
3. Maintained in accordance with this *Maintenance Control Manual*

The final decision to accept an aircraft for any flight shall be the responsibility of the Pilot in Command.

Aircraft Information

- Aircraft Manuals

Coastal Pacific Aviation policy is to adhere to procedures prescribed in the Cessna, Piper and Lycoming operating manuals.

Where doubt exists concerning any procedure, reference is to be made to the appropriate manual for the correct procedure to follow.

- Aircraft Performance and Speeds

Refer to the Coastal Pacific Aviation Standard Operating Procedures and Pilot Operating Handbook for the applicable aircraft.

- Stall Limitations

Refer to the Coastal Pacific Aviation Standard Operating Procedures and Pilot Operating Handbook for the applicable aircraft.

Aircraft De-icing Procedures

The pilot in command is responsible for ensuring that all lifting/control surfaces of the aircraft are free of all snow/frost/ice accumulation prior to flight. Use of a broom is the most effective method for removing light, dry snow.

Wet snow or slush is best removed using a rubber squeegee. For frost/ice removal the application of warm water (in temperatures not lower than -5°C) is the most efficient method. This should be followed by an immediate application of de-icing fluid to prevent any residual moisture from re-freezing and to retard snow or ice adherence.

Caution: when using brooms to remove snow and ice from the aeroplane care must be taken not to scratch painted surfaces or windshields. Do not scrape windshields.

Precautions

1. If there is a heavy snow accumulation remove the snow from the tail section first.
2. Do not spray water/de-icing fluid into engine intakes, pitot static vents, stall warning devices, cabin vents, etc.
3. Do not use any hard surfaced object to scrape frost/snow/ice from any part of the aircraft.
4. Use only warm (never hot) water on windshields and cabin windows or crazing may result.

Final Check after De-icing

1. Remove all wing/engine/pitot covers as applicable.
2. Check that the pitot and static vents are free of any snow/frost/ice.
3. Check that the stall warning system is free of any snow/frost/ice.
4. Check that the brakes/oleos/wheel wells etc. are free of packed slush or snow.
5. Check that all lifting/control surfaces are free of all traces of snow/slush/frost/ice as applicable and have been sprayed lightly with de-icing fluid if there is a risk of refreezing.

Extended Cross-country Flights

Students who wish to conduct an extended cross-country flight must have written approval from the Chief Flight Instructor prior to booking the flight. Overnight cross countries are not normally approved.

It is the responsibility of the supervising instructor to ensure that the student has been thoroughly briefed on all aspects of the intended flight. Special attention shall be given to the following:

1. planned fuel stops and alternate fuel stops
2. planned routing and alternate routing
3. communication ie: position reporting calls to company dispatch or after hour calls to office or company personnel

4. departure times from Abbotsford and from destination to ensure that the flights fit within the parameters of daylight requirements

Weather Minima, VFR Dual Training Flights

Flight safety is one of the most important aspects of flying. Flight Instructors must display the principles of good airmanship, superior judgement and decision making at all times.

Minimum weather conditions, actual or forecasted for the time of flight shall not be lower than the following:

Dual day VFR local

Visibility	5 statute miles.
Ceiling	1,500 feet AGL.

Dual day VFR cross country

Visibility	5 statute miles.
Ceiling	2,000 feet AGL along the planned route.

Dual night VFR local

Visibility	5 statute miles
Ceiling	2,000 feet AGL

Dual night VFR cross country

Visibility	5 statute miles.
Ceiling	2,500 feet AGL along the planned route.

Wind limits for dual flights are:

Commercial Student or higher	Wind 25 KTS or less
Crosswind component	10 KTS or less

Private Student	Wind 20 KTS or less
Crosswind component	7 KTS or less

As there may be instances where operation in lower weather minima may be beneficial to training, lower weather minima may be approved on a case by case basis by the Chief Flight Instructor.

If the pilot observes while on a stop away from home base that the weather has deteriorated beyond the above weather minima, the pilot is prohibited from departing unless approved by the CFI.

Note: Intentional departure into Special VFR Conditions is prohibited.

Regardless of the weather minima established in this policy, it is the instructor's responsibility to establish weather suitability for the intended lesson plan. Any intentional flight into weather conditions below those specified above may be grounds for immediate termination of an instructor's employment with Coastal Pacific Aviation.

Should a pilot encounter conditions below the minima prescribed above, he or she is expected to exercise good judgment in determining an appropriate course of action. Fuel endurance, conditions in the area and available aerodromes shall be considered by the pilot in making a decision. In the event of inadvertent flight into deteriorating conditions during a dual flight, the instructor will assume control of the aircraft for the remaining duration of the flight or until the point where weather conditions are equal to, or better than those previously specified.

Currency

All pilots must satisfy, as a minimum, the CARs requirements for recency.

- Day Currency

For day solo operations, all pilots must be current as follows:

- a) Students without a license must have flown within the past 15 days, or be approved for flight by the CFI or designate.
- b) Students with a license must have flown within the past 60 days, dual or solo, by either day or night.
- c) Students must have completed 5 takeoffs and landings, within the previous 6 months, by either day or night.
- d) Students must have flown with an instructor within the previous 3 months.

- Night Currency

For night solo operations, all pilots must be current as follows:

- a) Students without a night rating must have flown within the past 30 days, by night.
- b) Students with a night rating must have flown within the past 60 days, dual or solo, by night.
- c) Students must have completed 5 takeoffs and landings, within the previous 6 months by night.
- d) Students must have flown with an instructor within the previous 3 months.

Night Operations

The following airports are authorized for night operations:

Abbotsford.
Chilliwack.
Pitt Meadows.
Victoria.
Nanaimo
Boundary Bay.
Campbell River.
Vancouver.

Night operations other than landings
Bellingham, no touch down.

All night flights outside of the circuit must be on a flight plan.

- Area of Operations for Night Flights

Aircraft flying at night must be within the following area 30 minutes prior to official night:

Lesson plans not authorized for night flight must be within this area one hour before official night, or at such a time as to allow flight to destination and landing one hour before official night, whichever is earlier.

All students who are not night endorsed and are on solo flights must land the aircraft one half hour prior to official night (approximately sunset).

- Runway Verification Procedure

Immediately after turning final, the PIC must verify the aircraft magnetic heading aligns with the correct landing runway. When a safety pilot is on board there must be a verbal confirmation between both pilots to ensure this is complete.

- Night Engine Failure Practice

Discussion and practice of forced landings is encouraged. The following guidelines must be observed:

The exercise must be terminated (go around) at 2,000 Feet AGL following a practice engine failure when the planned landing area is not a suitable and approved airport.

The exercise may continue to landing, provided that the landing area is a suitable and approved lighted runway with a functioning PAPI or VASI lighting system. The instructor must not allow the aircraft to descend below the indicated glide slope (i.e. 4 red lights on PAPI, 2 red on VASI). If the aircraft does descend below the indicated glide slope, a go around procedure must be immediately initiated.

Approved airports are:

1. CYXX
2. CYCW
3. CYYJ

Fuel Requirements

All flights shall depart with adequate fuel (as required by CAR 602.88) so as to land with no less than enough fuel to fly at normal cruise (65% power) for one hour. Any flight with a planned or actual leg greater than 3.5 hours shall include at least one fuel stop, and the fuel stop shall be timed such that landing fuel quantities meet the requirement specified above.

Before each take-off pilots are to dip the tanks to ensure adequate fuel.

Use of Company Credit Cards

Company credit cards (for fuel, oil etc.) will be issued to staff or students for any trips where there is likely to be a need for refueling prior to returning to Abbotsford. In such cases the card will be signed out on the flight invoice and must be turned in together with all fuel/oil invoices immediately on return.

When using company credit cards, do not select “FILL UP” on self serve fuel pumps. Doing so will make the cards unusable for the following three days.

If refueling in Prince George, or Kelowna, refuel at Shell and do not use the credit card. Charge the fuel to the Coastal Pacific Flight Centre account.

Administration

Management

Mr. Jiang, President (Accountable Executive)
Reza Far, Director of Flight Operations
Tom McCordic, Chief Flight Instructor
Wei Jen (Frank) Su, Program Administrator
Jing (Ashley) He, Accounting

Student Services

The administrative office is located at 30575 Approach Drive, at the Abbotsford Airport. Administrative office hours are Monday to Friday, 8:00 am to 4:00 pm, and the telephone number for administration is (604) 855-1112.

Flight operations are based in the Dispatch facility located at 1276 Tower Street, and the dispatch office hours are Monday to Friday 7:00 am to 7:00 pm, and weekends from 7:00 am to 5:00 pm. The telephone for Dispatch is (604)-855-1176. Dispatch routinely extends its hours of operations to accommodate flight training.

Admissions Policy

- Private Pilot Program

Admission into the Private Pilot Program is guided generally by the requirements to hold a Private Pilot Licence, and these must be considered with respect to such variable factors such as medical requirements, expected pace of flight training, the age at time of enrollment, and the minimum age requirements to hold the Student Pilot Permit (14 years of age), the Recreational Pilot Permit (16 years of age), and the Private Pilot

Licence (17 years of age). Age considerations must in turn be related to the validity dates of written examinations and flight tests.

- **Commercial Pilot Program**

Admission to groundschool: completion of the Private Pilot Written Examination.

Admission to Air Instruction: completion of the Private Pilot Licence, valid Category 1 or 3 Medical Certificate.

- **Multi-engine Class Rating Program**

Valid Commercial or Private Pilot Licence, valid Category 1 or 3 Medical Certificate.

- **Multi-engine Instrument Rating Program**

Valid Commercial Pilot Licence and Multi-engine rating, valid Category 1 or 3 Medical Certificate.

- **Instructor Rating Program**

A valid Commercial Pilot Licence, and a valid Category 1 Medical Certificate.

- **Integrated Airline Transport Pilot Licence Program**

Students must hold and maintain a Category 1 Medical Certificate, must be a minimum of 17 years of age, and must have completed a secondary school or equivalent.

- **Admission Procedures**

In the case of the Private Pilot and Commercial Pilot Programs, admission and completion requirements are reviewed collectively with students during the first session of groundschool. In the case of the Multi-engine Class Rating Program, the Instrument Rating Program, and the Flight Instructor Program, admission and completion requirements are reviewed individually with students at the first meeting.

In cases where admission qualification is in doubt, the Chief Flight Instructor is consulted.

- **Quality Assurance**

At a minimum of once a year, the *Student Survey for Program Review* is administered to students, and they are asked to evaluate the accuracy of information regarding the admission to the program in which they are currently enrolled. The results are monitored so as to permit a qualitative evaluation of the policy and procedures. In the case of an unsatisfactory finding or instance of non-conformity, a Coastal Pacific Aviation Non-Conformance or Unsatisfactory Finding Report will be submitted to the Director of Flight Operations.

Additionally, at a minimum of once a year, an audit is conducted to ensure the information regarding admissions presented on the Coastal Pacific Aviation website is accurate and up to date, and in conformity with admissions information posted on

PTIB's website for Coastal Pacific Aviation. In the case of an unsatisfactory finding or instance of non-conformity, a Coastal Pacific Aviation Non-Conformance or Unsatisfactory Finding Report will be submitted to the Director of Flight Operations.

Language Proficiency Assessment Policy

Aviation English is the international language of civil aviation. Students whose first language is not English, or did not graduate from an English-based high-school or university must successfully pass the Transport Canada Aviation Language Proficiency Test prior to applying for their Private Pilot Licence.

As part of the application process students' language will be assessed. Students who do not possess clear oral communication and comprehension will be required to take an in-house language assessment which is designed to ensure proper aviation communication.

Students who do not obtain a minimum of an Operational 4 on the assessment will be required to take Coastal Pacific Aviation's Aviation Communication Course AV 105, prior to starting ground school and flight instruction.

The Aviation Communication course will ensure a student can successfully pass the Transport Canada Aviation Language Proficiency Test. The course will also ensure proper communication and safety for all students and flight instructors. Please contact the Program Administrator for more information and course pricing.

Pertinent Information

Information such as notices and newsletters will be emailed to students throughout their training. Some of this information might also be posted on the student bulletin board located in the classroom building or in dispatch. Students will be responsible for reading all emails, notices and memos given out in class and/or posted on the student bulletin board in the classroom building.

Students wanting to post notices on the Student Bulletin Board must receive authorization from Administration. (Student phone numbers are confidential and will not be posted without consent - see section 1.4)

Email

The CPA general email address is info@coastalpacific.com. If you email this address, you can expect a response within 3 business days, and should follow up if you have not received a response within 1 week.

- **Change in address/telephone information**

Administration and dispatch must be notified of address and telephone changes as soon as possible. Communication is vital to our operation.

Landing Fees

Landing fees are charged at many airports. It is recommended that receipts for landing fees be handed in to administration, if they have been paid by students. Landing fees invoiced to Coastal Pacific Aviation will be billed to student's accounts. Nav Canada departure fees are charged at the Vancouver Airport. These will also be billed to student's accounts.

Student Housing

Coastal Pacific Aviation does not have accommodations available for students at this time. There are, however, plenty of local accommodations suitable for students around Abbotsford.

Student Parking

Student parking is available in designated areas. The main parking lot for classroom and administration access is located between the administrative office and the simulator building. Parking for dispatch is available across the street from the Baron Restaurant and on the west side of the dispatch building near the hangar entrance.

Student parking is not allowed directly in front of the Baron Restaurant.

Vehicles parked in unauthorized areas may be towed. If unsure of where to park please see administration or dispatch.

Certification and Designation

Coastal Pacific Aviation is certified by, and holds designation through the Private Training Institutions Branch (PTIB) which is governed by the Ministry of Advanced

Education. We hold a BC EQA designation and we are a “Designated Learning Institution” for international students.

For more information please see their website - <http://www.privateinstitutions.gov.bc.ca/>.

Student Confidentiality and Personal Information

All personal student information will be kept strictly confidential by CPA staff, and will not be distributed or shared under any circumstances. Some examples of private information are:

- SIN numbers
- phone numbers
- home address
- student class schedules
- training performance
- test, exam, flight test performance or results

The information provided to us will be used for the purpose of admissions, research, and other purposes consistent with the CPA flight training program and the College and Institute Act and the Freedom of Information and Protection of Privacy Act. Documents may be released to partner institutions and Transport Canada in order to process applications and licensing.

Students should refer to the ‘Personal Information Privacy Policy for Students’ in the attached appendix.

Dress and Deportment

Students are to present themselves in a professional manner at all times. Students enrolled in the Commercial Pilot Program, or students training on a Commercial Pilot Licence in higher programs, are required to wear the school uniform. Private Pilot Students elected not to wear the school uniform must wear business-casual clothing.

Students not enrolled in the Commercial Pilot Program, or students training on Private Pilot Licence in higher programs, are not required to wear the school uniform.

Students on courses requiring uniforms are required to be in school uniform for all aviation courses, all simulator lessons and all flights (lesson plans or additional solo flights). Students not in uniform will not be allowed to attend classes, complete simulator lessons or aircraft lessons.

Solo bookings will be cancelled if a student is not in uniform. In the case of a dual flight, the booking will be treated as a no-show if the student is not appropriately dressed or if their appearance does not meet the school's standards. This also applies to the uniform as per the winter weather uniform policy. A cancellation fee may be applied.

Students in courses requiring uniforms are also required to be in school uniform for any field trips or tours taken, and at any other time when representing themselves as Coastal Pacific Aviation students.

- School Uniform

Coastal Pacific Aviation School uniform consists of:

- Mandatory between November 1 and June 1:
 - White dress CPA flight shirt with epaulets displaying bars in accordance with the following:
 - one bar—Student Pilot Permit Holders enrolled in the Private Pilot Licence Program (Optional);
 - two bars—Private Pilot Licence Holders enrolled in the Commercial Pilot Program;
 - three bars—Commercial Pilot Licence Holders enrolled in any advanced pilot training program;
 - four bars—Instructor Rating Holders.
- Between June 1 and November 1, it is optional for students to wear a white CPA polo shirt.
- Company issued wings;
- Navy tie (no patterns);
- Coastal Pacific Jacket;
- Navy Coastal Pacific Aviation sweater (optional - no sweatshirts to be worn);
- Navy dress slacks (no cotton or casual slacks);
- Black dress shoes;
- Black socks;
- Black belt.

- **Winter Weather Uniform**

During winter months, if current or forecast weather conditions indicate temperatures 5°C or lower with any of the following conditions: snow, frost, black ice and freezing rain, then the following items are highly recommended to ensure student safety. Students must ensure they are able to comply with the winter weather uniform by November 1st.

- Black, grey or brown slip resistant or high traction shoes/boots that do not interfere with aircraft controls
- Black or navy blue toque
- Black or navy scarf
- Black or navy gloves

There are times due to very cold weather or cross-country flights over desolate regions when the uniform may not be adequate, and students need to either wear or take along other layers of clothing, or other items of clothing. Students are expected to use discretion and good sense in these situations.

An instructor or dispatch may cancel a flight if a student is not prepared for the weather conditions.

Long dress slacks are required for all flights. Skirts are not considered appropriate wear for flight operations. Hats and toques are for outdoor use only. Students should take due diligence when purchasing their uniforms to ensure the clothing material is suitable and safe for the conditions and the aircraft environment.

Use of Facilities

Coastal Pacific training facilities at the airport are to be used for pre-flight preparation and studying.

Students may consume food or drink in designated areas only. Absolutely no food or drink is allowed in classrooms, simulator rooms, dispatch, or in aircraft. Water, in a suitable re-sealable container, is permitted in all areas.

Smoking and vaping is prohibited on any Coastal Pacific Aviation Property or within 6 metres of Coastal Pacific Aviation Property. Students may not smoke or vape at any time at any airport while operating Coastal Pacific Aviation aircraft. Neither students nor passengers may smoke or vape onboard or near Coastal Pacific Aviation aircraft.

Students who bring guests to the airport are responsible for their safety. The guests must not be allowed free access to the apron. When walking out to the aircraft, pilots must remain with their passengers at all times. Pilots shall ensure that passenger briefings are completed.

School Equipment and Personal Property

Students are responsible for the fair usage and safe custody of any equipment used in the course of their training, and are liable for the cost of repairing or replacing any equipment lost or damaged owing to negligence. CPA school authorities do not accept responsibility for loss of property unless specifically handed in for safe custody.

Please be warned: the practice of storing a flight bag in your vehicle in plain view often results in its theft.

Medical Certificates

All students must hold the appropriate medical that pertains to their training prior to acceptance into their flight training program.

Flight and simulator training may be suspended for any student in the commercial pilot program who allows their Category 1 medical to lapse. No student will be recommended for either a written examination or flight test unless the appropriate medical is valid.

Time Limits to Complete Course Requirements

Students enrolled in flight courses (simulator or aircraft) are required to finish all the lessons in each individual course within the scheduled finish date. In order to receive a grade students must complete the course requirements. Students who cannot complete the course as scheduled on the calendar must contact the Program Administrator a minimum of two weeks prior to the finish date to discuss options.

The Transport Canada written examinations must be passed in order to meet the prerequisite for the next course. This includes all sections of the exam as well as the overall mark. (Note that the Transport Canada minimum experience requirements to write these exams must be met prior to writing.) Students who fail an exam or portion of an exam must successfully re-write any necessary sections. Failure to pass the exam prior to registration will result in the student having to retake the entire course.

As per Transport Canada, all of the requirements for the commercial licence must be met and the application for the licence must be submitted within one year after completing the commercial flight test. This is the student's responsibility. Failure to do so will result in having to complete the commercial flight test again at the expense of the student.

Any student who does not feel that he or she has adequate financial resources to complete a flight course should delay enrolling in the course until the next start date for that course.

Students should refer to the Schedule of Events for deadline dates for specific programs.

Performance

Training on all programs is performance-based. Students not meeting the required performance standards will be subject to a performance-based review by the Chief Flight Instructor (or the Chief Flight Instructor's designate) to determine ability to continue with the program.

In the private pilot program there are optional lessons for students who require additional training to meet the performance standards. Students who do not meet the standard even after completion of these lessons are subject to performance review to determine ability to continue with the program.

There will be a review of student progress and a meeting with the CFI or Program Administrator at the end of the first program.

The review will assess the following:

- aviation academic and flight proficiency
- time management skills
- communication skills—intra and extra cockpit
- judgement and decision-making ability
- ability to work effectively within a team
- desire and commitment to becoming a commercial pilot

Students with unsatisfactory performance will not be permitted to continue the program.

Course Critiques

Coastal Pacific Aviation values the opinions of their students and wants to make sure the courses are updated according to Aviation Industry standards. Course critiques are sent to all students two weeks before course completion. The critiques have questions regarding course content and instructor and staff performance. Management takes these critiques and uses them to update course material and content as well as complete staff reviews.

Attendance, Punctuality and Diligence

Students are required to attend, punctually, all classes and practical instruction stated in their program, to the extent of 85% of their course. Absenteeism of 15% or higher will result in an incomplete mark. Students must inform dispatch if they are not able to attend class. Any absence, whether excused or not, due to social leave, sickness or any other cause, must be made up by the student, and if this involves an extension of training beyond the normal duration of the course, it will be at the expense of the student.

Exceptions to the above will be decided by the Chief Flight Instructor or the Director of Flight Operations only. Consideration may be made in extenuating circumstances on an individual basis.

Students are to ensure they arrive at class and simulator sessions at least five minutes before the scheduled start time. The classroom and simulator door will be locked at the start of the lesson. Only students who have prior permission from their instructor will be allowed to join the lesson. If a student misses an exam or evaluation due to tardiness, they will not be able to make-up the exam.

For flight lessons, students must have all necessary preparations completed at least five minutes prior to the scheduled start time.

All students are required to pursue their studies diligently and to devote as much time to private study as may be required to be successful.

Students must comply with all rules and orders of Transport Canada and the *Canadian Aviation Regulations*.

Students need to recognize that at Coastal Pacific Aviation, selection is an ongoing process and that not all students who begin a program may necessarily be allowed to complete it.

Termination and Suspension of Training

The school reserves the right to suspend or terminate the training of any student who fails to comply with these regulations, or for any other reason which the school considers sufficient.

Failure to Disclose

CPA school authorities reserve the right to suspend or terminate the training of any student who fails to disclose information that would disqualify entry into the program (e.g., medical information).

Cannabis Use Policy

Following the legalization of cannabis in Canada in October 2018, Civil Aviation Medicine undertook extensive policy review and consultation to determine the most effective means of ensuring aviation safety with regard to impairment overall, including cannabis.

Transport Canada defines “cannabis use” as the use of any cannabis product (including CBD) by any method (including smoking, vaping, eating, or applying to the skin) for any purpose (including medical, recreational, or other non-medical reasons).

Coastal Pacific Aviation’s policy on cannabis use coincides with the rules established by Transport Canada, and are as follows:

“Flight crew (pilots and flight engineers) and flight controllers (air traffic controllers) are prohibited from the use of cannabis for at least 28 days before being on duty.”

More information can be found by visiting the Transport Canada website:

<https://tc.canada.ca/en/aviation/general-operating-flight-rules/better-pilot-decision-making/cannabis-legalization>

Further, no cannabis may be consumed on Coastal Pacific Aviation property under any circumstances.

Illegal Drug Consumption Policy

In accordance with industry standards, Coastal Pacific Aviation students and staff engaged in flight training operations are prohibited from using illegal drugs at all times, even when not on duty or on school grounds.

Sexual Misconduct Policy

Coastal Pacific Aviation Ltd is committed to providing and maintaining a safe and respectful learning, working and living environment where students and staff feel free from sexual misconduct and violence/ Sexual misconduct of any kind is not tolerated.

This policy applies to students and staff of Coastal Pacific Aviation and pertains to all reports of sexual misconduct or alleged sexual misconduct that:

1. occur on property that is controlled by Coastal Pacific Aviation;
2. occur at an event or during flight training or at an activity sanctioned or under the auspices of Coastal Pacific Aviation, wherever occurring;
3. occur between CPA students and / or staff in virtual environments including all forms of digital, electronic, or social media; or
4. affect the working, learning, or living environment at Coastal Pacific Aviation.

“Sexual misconduct” means a wide range of unwanted acts—physical or verbal—carried out through sexual means or by targeting sexuality, gender identity or gender expression, that is attempted, threatened or committed against an individual without their consent. Sexual misconduct includes, but is not limited to the following: coercion, indecent exposure, sexual harassment, stalking, voyeurism, distribution of sexually explicit visual media without consent, and any attempt, or threat to undertake, an act of sexual misconduct.

The administration and development of this policy is the responsibility of the Director of Flight Operations.

All complaints pertaining to sexual misconduct shall be reported and administered in accordance with Coastal Pacific Aviation’s Conflict or Complaint Resolution Policy.

In all cases where there is the possibility that a criminal act has been committed, staff are required to make a report with the appropriate police authority.

Where sexual misconduct is reported and there is the possibility of criminal behaviour involved, the report shall immediately be referred by staff in writing to the police authority.

Where sexual misconduct is reported, staff will ensure workplace arrangements are immediately modified to the extent necessary to ensure a recurrence will not occur during the period of investigation.

Student Safety

Coastal Pacific Aviation's main priority is the safety of all students. Coastal Pacific Aviation has zero tolerance for any kind of physical violence on Coastal Pacific Aviation premises. If anyone witnesses or is involved in physical violence it must be reported to the Director of Flight Operations or the Chief Flight Instructor as soon as practical.

Bullying, Harassment and Discrimination Policy

Bullying is a form of aggression where there is a power imbalance; the person doing the bullying has power over the person being victimized. Harassment is defined as any inappropriate conduct, comment, display, action, or gesture by a person that adversely affects someone's psychological or physical well-being or that a reasonable person knows or ought to know would cause someone to be humiliated or intimidated.

Harassment excludes any reasonable action taken by an institution relating to the management and direction of staff, students or the institution.

Discrimination is any form of unjust or unequal treatment of a person or group based on:

- race
- national or ethnic origin
- colour
- religion
- age
- sex
- sexual orientation
- marital status
- family status
- disability
- a conviction for which a pardon has been granted or a record suspended

Coastal Pacific Aviation is committed to providing a learning environment free of bullying, harassment, and discrimination. Coastal Pacific Aviation has zero tolerance for any kind of bullying, harassment or discrimination. If a situation involving bullying, harassment or discrimination occurs, it will be subject to the procedures and discipline outlined in 1.2.1(r) Student Code of Conduct and Dismissal Procedures.

Student Code of Conduct and Dismissal Procedure

Students must conduct themselves at all times in a professional manner, follow the directions of their instructors and comply with any instructions which may, from time to time, be issued by Coastal Pacific Aviation school authorities. Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing their program of study at Coastal Pacific Aviation.

- Code of Conduct

- While on Coastal Pacific Aviation premises or in the course of activities or events hosted by CPA, students:
- Must comply with all applicable CPA policies, including the attendance policy;
- Must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour;
- Must not steal, misuse, destroy or deface CPA property or the property of staff and students;
- Must not consume, possess or distribute alcohol or controlled or restricted substances;
- Must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive. Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include dismissal from the institution.

- Code of Conduct Dismissal Procedure

All concerns relating to student misconduct shall be directed to the Director of Flight Operations. Concerns may be brought by staff, students, Transport Canada or the public.

If, in the view of the Director of Flight Operations, the student's behavior may present a risk the safety and security of Coastal Pacific Aviation, the Director of Flight Operations may immediately suspend pending the completion of the investigation; this notice of suspension will set out the conditions of suspension and provide the estimated date at which further information will be provide to the student

The Director of Flight Operations provide the student the opportunity to attend an investigative meeting meet during which the alleged misconduct will be reviewed. The opportunity for the investigative meeting must be provide within 3 days of receipt of the written complaint.

Following the investigative meeting with the student, the Director of Flight Operations will conduct further inquiry or investigation as necessary to determine whether the concerns are substantiated.

Following the investigation, the student will be offered the opportunity to meet with the Director of Flight Operations a second time to review and discuss the findings of the Director of Flight Operations' investigation. After the student has had the opportunity to meet with the Director of Flight Operations a second time, the Director of Flight Operations will make a determination in writing; the determination will be emailed to the student.

Decisions reached under this misconduct policy cannot be appealed under the Conflict or Complaint Resolution Policy.

Conflict or Complaint Resolution Policy

Coastal Pacific Aviation is committed to sustaining a positive learning environment. The ***Conflict or Complaint Resolution Policy*** has been established as a foundation for ensuring a harmonious and productive training environment.

The ***Conflict or Complaint Resolution Policy*** aims to;

1. Provide the opportunity to resolve a conflict or complaint fairly, efficiently and promptly
2. Improve communication and understanding between students; and between students and CPA instructors and staff members;
3. Support a positive learning environment by empowering all individuals to resolve problems themselves through collaboration, cooperation and discussion;
4. Identify operational policies and procedures which need to be clarified or modified.

Students who are experiencing a conflict or have a complaint are to submit the conflict or complaint in writing with supporting documentation to the Director of Flight Operations.

The Director of Flight Operations will analyze the merits of the conflict resolution request or complaint, and will attempt to resolve it through discussion, mediation or by the use of some other conflict resolution strategy. This will be done immediately or the individual will be notified of a reasonable date to determine a solution. Notice in writing of the solution will be given to the student within 45 days of receiving the student complaint.

Flight Performance or Academic Performance Appeal Policy

Students seeking to appeal assessments by instructional staff pertaining to flight performance or academic performance are recommended to first meet with the staff instructor making the assessment in question.

If the student is unsatisfied with the response of the staff instructor, the student should then meet with the Chief Flight Instructor to review the assessment.

If the student is unsatisfied with the response of the Chief Flight Instructor, the student should then initiate a complaint as per the *CPA Conflict or Complaint Resolution Policy*.

Revision of Regulations and Fees

So as to facilitate appropriate changes in the flight training operations, Coastal Pacific Aviation may amend regulations, fees, courses and equipment without notice.

Non-Waival Policy

Students enrolling in the program must meet all Coastal Pacific Aviation and Transport Canada requirements. Unless provided in the Canadian Aviation Regulations, Transport Canada requirements cannot be waived. While Coastal Pacific Aviation Staff cannot waive program requirements, students may appeal staff decisions pertaining to program requirements under the *Conflict or Complaint Resolution Policy*.

Attendance Policy

- Private Pilot and Commercial Pilot Programs

Unless self-study practices are in effect, such as situations in which students have arranged to participate in ground school by watching pre-recorded sessions, students are expected to attend all Private Pilot and Commercial Pilot ground school classes, tutorial sessions, and/or scheduled training flights. Except for medical or personal reasons, failure to attend all classes, tutorial sessions, and/or scheduled training flights may result in dismissal from the program of study.

- Multi-engine Class Rating Program

Groundschool attendance is not required for the Multi-engine Class Rating. A USB drive with all necessary study material will be available for purchase in administration.

- Instrument Rating Program

Ground school attendance is not required for the Instrument Rating Programs. When student demand is sufficient for Instrument Rating groundschool, students meet collectively and a tuition fee is paid, but a record of attendance is not required nor recorded. A USB drive with all necessary study material will be available for purchase in administration.

- Instructor Rating Program

Ground school attendance is not required for the Instructor Rating Program. A USB drive with all necessary study material will be available for purchase in administration.

- Integrated Airline Transport Pilot Licence Program

Students enrolled in the Integrated Airline Transport Pilot Licence Program are expected to attend all classes, tutorial sessions, and/or scheduled training flights. Except for medical or personal reasons, failure to attend all classes, tutorial sessions, and/or scheduled training flights may result in dismissal from the program of study.

- Attendance Procedures

Attendance will be recorded at the beginning of all PPL and CPL ground school classes. In the case of students participating in ground school via watching pre-recorded sessions, students are required to maintain a record of their study time, including date, hours spent engaged in studying. Student performance with respect to self-study

effectiveness is monitored by way of student performance on sectional quizzes, which must be completed under supervision at the school facilities.

Withdrawal Policy

If a student wishes to withdraw from a program, he or she must submit a written notice of withdrawal via email to the Program Administrator at info@coastalpacific.com.

Student Accounts Policy

Unless approved by the Director of Flight Operations, all students actively participating in flight training must maintain a minimum of \$1000 on their school account. Requests to conduct flight training with lesser balances can be initiated by contacting the Program Administrator.

Students are advised to keep a record of all school transactions. Students seeking a copy of their account statements should contact the accountant via email at accounting@coastalpacific.com.

No-show and Late Cancellation Fees

A **no show** is defined as a booking for which a student does not show up, or fails to give adequate advance notice of an inability to attend the lesson. A no show fee will be charged to a student's account if they fail to show or provide adequate notice. Please contact dispatch for more information.

A **late cancellation** is defined as a booking that is cancelled with less than 24 hours' notice. This may also include lessons which the instructor cancels due to a student having poor planning, not being ready on time, not having adequate preparation, or not meeting uniform and/or grooming requirements. A late cancellation fee will be charged to a student's account. Please contact dispatch for more information.

Refund Policy

This policy conforms with the requirements of the *Private Training Institutions Branch*.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

(a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;

(b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or

(c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.

2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:

(a) more than seven days after the effective contract date and

i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.

ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

(b) after the contract start date

i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

(a) before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

(b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract. REFUND POLICY as per PTIB directives

6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

(a) the student has completed and received an evaluation of his or her performance up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

(b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student. 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

(a) of the date the institution receives a student's notice of withdrawal,

(b) of the date the institution provides a notice of dismissal to the student,

(c) of the date that the registrar provides notice to the institution that the institution is not complying with section or of this policy, or

(d) after the first 30% of the hours of instruction if section of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections and of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

(a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or

(b) the program is provided solely through distance education.

Bursaries/Scholarships

At this time, there are no scholarships available directly through the school. However, we strongly urge students to research information regarding bursaries, scholarships and awards. There are a number of scholarships and bursaries available to aviation students through various organizations including:

- The International Northwest Aviation Council
- Canadian Owners and Pilots Association
- Neil Armstrong Scholarships
- Quarter Century in Aviation Club Bursary
- Eric Miles Memorial Bursary
- Garfield Weston Merit Scholarship for Colleges Upper Year Awards
- Conair Aerospace Awards
- Air Canada High Achievement Award
- BCAC Awards for both Private and Commercial students

Information for university students is also available at UFV for these and other bursary and scholarship opportunities. Online resources such as scholarshipscanada.com and studentawards.com offer assistance in finding opportunities for every type of student.