COASTAL PACIFIC AVIATION

STUDENT HANDBOOK 2025

Mission Statement

"Coastal Pacific Aviation strives to provide individuals, organizations, and agencies with exceptional aviation education, training, and related services necessary for successful learning, living, and working in an ever-evolving and competitive industry."

"Where Adventure Meets the Clouds"

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1. Introduction

It is the responsibility of the student to be aware of the contents of the Student Handbook.

Coastal Pacific Aviation aims to provide the highest level of training while maintaining a highly professional environment. It is your responsibility to conduct yourself as a highly disciplined professional pilot. It is both Coastal Pacific Aviation's and your responsibility to make safety the first priority. You will be training full-time with high-achieving, career-minded fellow students who are determined to excel. You will need discipline, as well as the ability to learn quickly and efficiently.

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 mindset, demeanour, and time-sensitive perspective of an aviation professional. We will be looking for performance, levels of responsibility, and skills 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.

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

Revisions will be issued periodically to this manual, and they should be incorporated upon receipt.

"Where Adventure Meets the Clouds"

2. Program Requirements

2.1. Administration

(a) Student Services

1. Administration office hours are Monday to Friday 8 a.m. to 4 p.m. The phone number for the administration office is 604-855-1112.

2. Dispatch office hours are: Monday to Friday 7 a.m. to 7 p.m.
   Saturday 7 a.m. to 5 p.m.
   Sunday 7 a.m. to 4 p.m.

   The phone number for dispatch is 604-855-1176.

   Please note that dispatch may extend their hours to accommodate flight training. They may also remain open on statutory holidays to allow students additional days to complete their flight lessons.

3. Management / Administrative Staff:

Mr. Jiang	Chairman (Accountable Executive)
Ryan Li	General Manager
Hoowon Nam	Chief Flight Instructor
Yvonne Feng	Program Administrator
Ashley He	Accountant

(b) Admissions Policy

Coastal Pacific Aviation desires to provide professional flight training to any individual through structured comprehensive programs.

Each applicant should be acquainted with the course or program prerequisites as outlined in the application materials. For some programs, an interview and an assessment of references are also employed in the evaluation process. Program admission requirements may not be waived by the student or the institution.

Coastal Pacific Aviation reserves the right to grant or deny admission to any applicant on the basis of the prerequisite criteria. Coastal Pacific Aviation reserves the right to refuse admission even when the stated requirements for entrance have been satisfied. Limitation of facilities, personnel, or other considerations may also place restrictions on admission to Coastal Pacific Aviation and/or specific programs.

(c) Language Proficiency Assessment Policy

English in the aviation industry is very different then academic English as its main focus is oral communication and oral comprehension. Student pilots must also pass the English Language Proficiency Test which is a Transport Canada Requirement to hold a Canadian Aviation License.

During the application process a student's English 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.

(d) Registration

1. Schedule of Events
   Students are expected to familiarize themselves with the school calendar and stay informed about upcoming statutory holidays, scheduled events, and winter closing days. It is the student's responsibility to stay updated and aware of any important dates and notifications provided by Coastal Pacific Aviation.

2. Registration

As part of the registration process at Coastal Pacific Aviation, all students are required to provide accurate background information. Furthermore, in accordance with Transport Canada regulations, it is mandatory for students to undergo an aviation medical examination prior to commencing the training program.

(e) General Information

1. Pertinent Information
   Important information, including notices and the Monthly Newsletter, will be communicated to students via email throughout their training, or through the Talon ETA system. Additionally, certain information may be posted on the student bulletin board located in the classroom building or in dispatch. It is the responsibility of students to regularly check their emails, read all notices and memos given out in class, and review any postings on the student bulletin board in the classroom building.

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

2. Email
   The general email address for Coastal Pacific Aviation (CPA) is info@coastalpacific.com. When students need to communicate with student services via email, they should use their designated email address. A response can be expected within 2 business days, and students should follow up if they have not received a response within 1 week.

3. 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.

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

5. Fuel Cards
   Students are encouraged to sign out a fuel card from Coastal Pacific Aviation for the purpose of purchasing fuel during extended cross-country flights. Fuel cards are available for both local flights and those bound for the United States. After refueling, students are required to complete the Coastal Pacific Aviation fuel sheet and submit it to the Dispatch.

6. Student Housing
   Students are encouraged to seek accommodation in the vicinity of CYXX airport. If students encounter any difficulties in finding suitable accommodation, they are encouraged to contact the student services department for assistance and guidance.

7. Student Parking
   Designated student parking areas are available on campus. The main parking lot, which provides access to classrooms and administration, is situated between the administrative office and the simulator building. For students utilizing dispatch services, parking is available on the side of the COPAC hangar. Please note that student parking is prohibited 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.

8. Certification and Designation
   Coastal Pacific Aviation is certified and holds designation through the Private Training Institutions Branch (PTIB) which is governed by the Ministry of Advanced Education. For more information please see their website - http://www.privatetraininginstitutions.gov.bc.ca/. We hold a BC EQA designation and we are a "Designated Learning Institution" for international students.

(f) Student Confidentiality and Personal Information

1. Personal student information will not be shared on behalf of a student by an employee or representative of Coastal Pacific Aviation Ltd. The student will be responsible for handing out their own information. Some examples of private information are:
   - phone numbers / cell numbers
   - home address
   - student class schedules
   - training performance
   - test, exam, flight test performance or results

2. 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.

3. Students should refer to the 'Personal Information Privacy Policy for Students' in the attached appendix.

(g) Dress and Deportment

1. Students are mandatory to present themselves in a professional manner at all times.

2. School uniform consists of:
   White flight shirt/ White Polo shirt
   Company issued epaulettes to be issued in administration
   Company issued wings
   Navy tie (no patterns)
   Black/Navy dress slacks (no cotton or casual slacks)
   Black dress shoes
   Black socks
   Black belt

   Long dress slacks are required for all flights. Skirts are not considered appropriate wear for flight operations. 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.

3. **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.

4. Students in courses requiring uniforms are to be groomed as would be expected of professional pilots in an **airline environment**;

   for men this means:
   - hair must be well groomed and be above the collar
   - hair must not be dyed an unnatural colour
   - sideburns must be above halfway down the ear
   - clean shaven
   - no after-shave or cologne
   - existing beards may be permitted provided they are not being grown while classes or flight training is in session

   for women this means:
   - hair must be well groomed
   - hair must not be dyed an unnatural colour
   - moderation in make-up
   - no perfume
   - moderation in jewellery worn
   - not more than two earrings per ear at any time

5. 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. A cancellation fee may be applied.

6. 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.

   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.

(h) Use of Facilities

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

2. 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.

3. Students may not smoke at any time at any airport while operating Coastal Pacific Aviation aircraft. Neither students nor passengers may smoke onboard or near Coastal Pacific Aviation aircraft.

4. Students who bring guests out 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.

(i) School Equipment and Personal Property

1. 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.

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

(j) Medical Certificates

1. Students must maintain a Transport Canada Category 1 medical at all times while registered in an aviation program. This applies to any student pursing their Commercial Pilot License. All other students must hold the appropriate medical that pertains to their training prior to the start of any flight training.

2. Flight and simulator training will be suspended for any students who allow their Category 1 medical to lapse. No student will be recommended for either a written examination or flight test unless a valid Category 1 medical is in effect.

(k) Time Limits to Complete Program Requirements

1. Students enrolled in the flight program, whether in a simulator or aircraft, are expected to complete all the lessons within the designated time limit set for each individual course. The reasonable pace for progression is set at two events per week.

2. In the event that a student is unable to complete the course within the regular timeframe, it is essential for them to contact the Program Administrator. The Administrator will assist in determining the appropriate course of action, which may involve either freezing the training or creating an alternate training plan to accommodate the student's needs.

Our goal is to ensure that students receive comprehensive and effective training while maintaining a reasonable pace that aligns with their individual circumstances. By proactively communicating with the Program Administrator, students can ensure a successful and tailored training experience.

As per Transport Canada, all of the requirements for the commercial licence must be met and the application for the license 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.

3. 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.

(l) Performance

1. 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 his designate) to determine ability to continue with the program.

2. 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. In all other programs students who require training additional to program requirements will be allowed to continue to a maximum of a 15% overrun per section and for the whole program before performance review to determine ability to continue with the program.

3. In the accelerated pilot program there will be a review of student progress and a meeting with the CFI or Program Administrator at the end of the first year.

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

4. Students with unsatisfactory performance will not be permitted to enter the next program of training.

(m) Attendance, Punctuality and Diligence

1. 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 a warning notice. Students must inform instructor 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 General Manager only. Consideration may be made in extenuating circumstances on an individual basis.

2. Students are to ensure they arrive at class and simulator sessions at least ten 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.

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

4. 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.

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

6. 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.

(n) 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.

(o) Failure to Disclose

The 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. (eg: medical information)

(p) Student's 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 GM or CFI as soon as practical.

(q) 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 provide 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 as outlined in 1.2.1(r) Student Code of Conduct and Dismissal Procedures.

(r) 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 CPA 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

1. All concerns relating to student misconduct shall be directed to the Chief Flight Instructor or the General Manager. Concerns may be brought by staff, students, Transport Canada or the public.
2. The General Manager or Chief Flight Instructor will arrange to meet with the student to discuss the concern(s) within 1 week of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the GM and the CFI will meet with the student as soon as possible
3. Following the meeting with the student, the GM or CFI will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. The GM or CFI will meet with the student and do one of the following:
    a. Determine that the concern(s) were unsubstantiated;
    b. Determine that the concern(s) were substantiated, in whole or in part, and either:
        I. Give the student a warning setting out the consequences of further misconduct.

        Or

        II. Recommend that the student be dismissed from Coastal Pacific Aviation.
5. Following this meeting the GM or CFI will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student's file.
6. If the recommendation is for dismissal the GM will deliver to the student a letter of dismissal and a calculation of refund due in accordance with the PTIB refund policy for students.

(s) Conflict or Complaint Resolution Policy

Coastal Pacific Aviation (CPA) is committed to maintaining a positive and inclusive learning environment for all students. Our Conflict or Complaint Resolution Policy is designed to ensure a fair, efficient, and confidential process for addressing concerns, disputes, or complaints, including those related to academic and administrative matters, student support services, harassment, and discrimination as outlined in the BC Human Rights Code.

The policy aims to:

- Provide a clear, confidential, and accessible process for resolving student complaints in a timely manner
- Promote understanding and cooperation between students, staff, and instructors

- Support a safe and respectful learning environment by addressing harassment, bullying, and discrimination
- Identify operational improvements based on the review and tracking of complaints
- Ensure international students are informed about their rights and resources, including external support from regulators and the BC Ombudsperson

Complaint Submission Process

Raising a Concern:

Students experiencing a conflict or wishing to file a complaint must submit it in writing to the General Manager, including supporting documentation. Complaints can be submitted directly or through a representative (e.g., agent or lawyer).

Confidentiality:

CPA will handle all complaints with discretion, ensuring the student's privacy unless disclosure is required by law.

Timeline for Resolution:

- Complaints will be acknowledged within five business days
- A resolution plan will be provided to the student in writing within 30 days of receipt of the complaint

Alternative Contact:

- If the complaint involves the General Manager, students may submit their concerns to the Chairman
- The Chairman will review the case and provide a resolution plan within 30 days

Final Decision:

- Decisions and recommendations made by the Chairman will be considered final.

Complaint Tracking and Review

- CPA will document and review all complaints to identify trends and recurring issues. This helps improve policies and address potential concerns proactively
- Feedback on the complaint process will be gathered regularly to ensure continuous improvement

Additional Resources and Support

- Students will be informed about their right to seek assistance from external bodies such as the BC Ombudsperson, should their concerns not be resolved satisfactorily
- CPA will ensure that information about disability and accessibility services is readily available to students

Resources
- BC Ombudsperson: Assistance with unresolved complaints
- EducationPlanner BC: Accessibility and disability services
- Disability Alliance BC and Inclusion BC: Resources for students with disabilities
- Healthy Minds Healthy Campus (BC): Mental health and wellness support

(t) Sexual Misconduct Policy

Coastal Pacific Aviation (CPA) is committed to fostering a safe, inclusive, and respectful environment for all students, staff, and faculty. This policy outlines our commitment to preventing sexual misconduct, addressing incidents effectively, and supporting those affected.

Definition of Sexual Misconduct

Sexual misconduct includes but is not limited to:

- Sexual assault
- Sexual harassment
- Stalking
- Indecent exposure
- Voyeurism
- Distribution of sexually explicit content without consent
- Attempts to commit any of the above

Policy Objectives

1. Prevent sexual misconduct through education and awareness programs.
2. Provide clear procedures for reporting and responding to sexual misconduct.
3. Support students who experience or are affected by sexual misconduct.
4. Ensure compliance with the BC Human Rights Code and other applicable laws.

Prevention and Awareness
CPA is committed to creating a culture of respect and safety. Initiatives include:

- Mandatory training for students and staff on recognizing and preventing sexual misconduct.
- Regular workshops and access to resources on consent and healthy relationships.

Reporting Sexual Misconduct
Students may report sexual misconduct through the following channels:

- Confidential Reporting: Students can submit a report to the General Manager by email or in person.
- Anonymous Reporting: Anonymized reports can be submitted through CPA's online reporting system.

Making a Complaint

A complaint is a formal request for an investigation.

1. Submission: Complaints must be submitted in writing, detailing the incident(s) and providing any evidence
2. Support: Students may be accompanied by a support person, such as a friend, family member, or legal representative, throughout the process
3. Acknowledgment: CPA will acknowledge receipt of the complaint within five business days

Responding to a Complaint

1.Investigation:

- The General Manager (or an alternate, if appropriate) will oversee an impartial investigation.
- Both the complainant and respondent will have the opportunity to provide their accounts.

2. Resolution:

- CPA will aim to resolve the complaint within 30 days of submission.
- Both parties will be informed of the outcome in writing, with an explanation of any actions taken.

Making and Responding to Reports
A report is any notification of sexual misconduct that does not request a formal investigation.

1. Supportive Response:
CPA will provide resources, accommodations, and guidance to the affected student.
Reporting students are not required to participate in an investigation unless they choose to file a complaint.

2. Confidentiality:
All reports will be handled with the highest degree of confidentiality, except where disclosure is required by law.
Access to Policy

- CPA will provide a copy of this policy to students before the start of their program.

- The policy will be prominently displayed on the CPA website and included in the Student Handbook

Support Services
Students affected by sexual misconduct will have access to the following:

- Counseling Services: Referrals to professional counseling and support networks.
- Academic Accommodations: Extensions, rescheduling, or other adjustments as needed.
- External Resources:
- BC Helpline for Sexual Violence Survivors: 1-800-563-0808
- BC Centre for Women's Health: www.bcwomens.ca

Monitoring and Policy Review
CPA will regularly review this policy, incorporating student and staff feedback, to ensure its effectiveness and alignment with best practices and legal requirements.

Prohibited Practices
CPA will not tolerate:

- Retaliation against individuals who report or complain about sexual misconduct.
- Failure to address complaints in a timely and thorough manner.

(u) Academic Appeal

All grades and assessments issued by Coastal Pacific Aviation will be subject to the following appeal process the cost of which will be borne by Coastal Pacific Aviation:

1. The assessment/grade should be reviewed with the primary instructor. If there is no resolution within 5 days then;
2. The student will refer the issue to the Chief Flight Instructor. If there is no resolution within 5 days then;
3. The General Manager who, in conjunction with an instructor other than the primary instructor, and the Chief Flight Instructor, will act as an arms length third party and will jointly issue a ruling on the grade/assessment which will be final.

(u) Revision of Regulations and Fees

CPA school authorities reserve the right to amend regulations, to revise fees, courses and equipment, as and when they consider it necessary.

(v) No Waiver Policy

Students enrolling in the program must meet all requirements of Transport Canada. Under no circumstances will these requirements be waived.

(w) Withdrawal Policy

If a student decides to withdraw from a program, he/she must provide a dated, written notice of withdrawal to the Program Administrator. Refunds will be distributed according to the Refund Policy in 1.2.2 (g) for PTIB Regulated Courses. A processing fee will be applied please see 1.2.2 (i) Termination Fee for more information.

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

2.2. Financial

(a) Accounts

1. Students will have a "student account" on Talon ETA system and will receive receipts for all items posted to the account. Tuition will be posted to the student's account on the first day of regularly scheduled classes. Flying expenses will be posted to the account daily.
2. Cash, cheque, interact and bank transfer of funds are accepted forms of payment.

3. Students will not be permitted to withdraw funds deposited to accounts. When a student has completed or terminated their training, refunds will be governed by Coastal Pacific Aviation's Tuition and Fee Refund Policy. See section 1.2.2 (g) for PTIB Regulated Courses. A student signature will be required. Please allow a 30 days processing time.

(b) Tuition Fees Domestic Students

1. Upon acceptance into an aviation program at Coastal Pacific Aviation, a deposit of $1,000 is required to secure the student's seat. This deposit will be applied towards the student's tuition fees. The specific due dates for the deposit will be communicated individually in the case of acceptance to the aviation program.
2. Tuition fees for students must be paid in full two weeks prior to the course start date. Students will not be permitted to attend classes if payment has not been made. In the event that a student is unable to make the payment by the deadline, it is necessary to contact the Accountant for further assistance.
3. The refund policy for tuition fees is governed by Coastal Pacific Aviation's Tuition and Fee Refund Policy. Please refer to section 1.2.2 (g) for PTIB Regulated Courses for detailed information on refund procedures.
4. For the most up-to-date pricing and policies, please visit the Coastal Pacific Aviation website.

(c) Tuition Fees International Students

1. New international students, excluding those utilizing the Student Direct Stream (SDS), are required to pay a non-refundable seat deposit of $5000.
2. Refunds will be governed by Coastal Pacific Aviation's Tuition and Fee Refund Policy. See section 1.2.2 (g) for PTIB Regulated Courses.
3. For current pricing and policies please see the Coastal Pacific Aviation website.

(d) No Shows, Fcellation and Late Arrival Fees

1. "No Shows". No shows are 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.
2. "Late Cancellation". 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.
3. "Late Arrival". A late arrival is defined as a student arriving for one's booking less than 20 minutes beforehand the booking. A late arrival fee will be charged to the student's account. Please contact dispatch for more information.

(e) Tuition and Fee Refund Policy – PTIB Regulated Courses

1. A student may be entitled to a refund of tuition fees in the event that:
   I. The student provides written notice to Coastal Pacific Aviation that he or she is withdrawing from the program; or
   II. Coastal Pacific Aviation provides written notice to the student advising that the student has been dismissed or suspended from the program; or
   III. The student provides a copy of the refusal of a study permit; or
   IV. The student is enrolled in an approved program without having met the admission requirements, and without having misrepresented his/her knowledge or skills when applying.
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, Coastal Pacific Aviation is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract. No refund for textbooks will be issued if the textbooks have been received by the student before the refund is due.

5. If Coastal Pacific has received fees in excess of the amount it is entitled to, the excess amount will be refunded.

6. Refunds before the program of study begins:

   a. If written notice of withdrawal is received by Coastal Pacific Aviation within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, Coastal Pacific Aviation will retain the total non-tuition fees due under the contract.
   b. If written notice of withdrawal is received by Coastal Pacific Aviation 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, Coastal Pacific Aviation will retain 10% of total tuition only, due under the contract to a maximum of $1000.
   c. If written notice of withdrawal is received by Coastal Pacific Aviation less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, Coastal Pacific Aviation will retain 20% of the total tuition only, due under the contract to a maximum of $1300.
   d. A student who is enrolled in an approved program without having met the admission requirements and without having misrepresented his/her knowledge or skills when applying will get 100% tuition fees refunded.
   e. If Coastal Pacific Aviation receives a notice of withdrawal from a student, or an international student delivers a ‘refusal of study permit’ no later than seven days after the effective contract date, and before the program start date, or between the date the contract was signed and the start date of the program, where that period is less than seven days, 100% tuition fees will be refunded.

7. Refunds after the program of study starts:

   a. If written notice of withdrawal is received by Coastal Pacific Aviation or the student is dismissed up to and including 10% of the period of instruction specified in the contract has elapsed, Coastal Pacific Aviation will retain 30% of the tuition due under the contract.
   b. If written notice of withdrawal is received by Coastal Pacific Aviation, the student did not attend the first 30% of the program, or the student is dismissed where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, Coastal Pacific Aviation will retain 50% of the tuition due under the contract.
   c. If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund of tuition fees will be given.

8. Refunds will be issued within 30 days of the date based on this Refund Policy.

9. Refunds will not be less than those specified in the Bylaws of PTIB.

(i) Bursaries/Scholarships

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. Some include:

1. The International Northwest Aviation Council
2. Canadian Owners and Pilots Association
3. Neil Armstrong Scholarships
4. Quarter Century in Aviation Club Bursary
5. Eric Miles Memorial Bursary
6. Garfield Weston Merit Scholarship for Colleges Upper Year Awards
7. Conair Aerospace Awards

8. Air Canada High Achievement Award
9. BCAC Awards for both Private and Commercial students

Information will be emailed on a regular basis, however students should conduct their own research both for aviation and non-aviation related opportunities. Students may also inquire at CPA Administration. Online resources such as scholarshipscanada.com and studentawards.com offer assistance in finding opportunities for every type of student.

2.3. Academic Performance

(a) Tests, Quizzes or Exams

If a student is absent when:

1. A test is given - arrangements must be made with the instructor to write the test within two business days of test date.

2. A quiz is given - no allowance is made for the student to re-write.

3. A final exam is given - no allowance is made for the student to re-write, unless the absence was due to another final exam schedule conflict and pre-arrangements are made with the instructor, or due to medical reasons which a doctor certifies to be valid.

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

(b) Calculators and Computers

1. A person who uses a handheld calculator during an examination shall use a handheld calculator whose memory is cleared before and after the examination in the presence of the invigilator.

2. A person who uses a handheld electronic computer during an examination shall use a hand-held computer:
   i. That has been specifically designed for flight operations;
   ii. That has been approved by Coastal Pacific Aviation for examination purposes; and
   iii. Whose memory is cleared before and after the examination in the presence of the invigilator

(c) Approved Electronic Computers

The following electronic computers have been approved for use with all Coastal Pacific Aviation written examinations requiring numerical computations:

1. Jeppesen/Sanderson PROSTAR
2. Jeppesen/Sanderson AVSTAR
3. Jeppesen TECHSTAR
4. Jeppesen TECHSTAR PRO
5. ASA CX-1a, CX-2 and CX-3 PATHFINDER
6. CESSNA SKY/COMP
7. NAV-GEM
8. SPORTY'S E6B

(j) Other Approved Devices

1. E6B
2. Jeppesen CR2
3. Combined Protractor & Parallel Rule
4. ICAO chart ruler may be used provided the information on the reverse side is obscured.

(k) Cell Phones

No person shall use or have in sight a cell phone of any kind while attending class, simulator sessions or preparatory ground instruction unless approved by the instructor for flight planning or studying purposes. The use of cell phones during any quiz, test or examination is prohibited.

The use of cell phones while on the apron is prohibited due to the high volume of aircraft and ground vehicle traffic. Use of cell phones in flight is prohibited unless in the event of an emergency and is required as a last resort to contact FSS for flight planning purposes or to aid in obtaining PIREPS.

(l) Social Media

The General Manager and/or the Chief Flight Instructor must approve any social media post containing Coastal Pacific Aviation aircraft or property.

(m) Wings Ceremony

1. The Wings Ceremony, organized by Coastal Pacific Aviation, is held at the end of the summer season to commemorate the completion (or near completion) of commercial pilot training by students enrolled in commercial pilot programs.

2. The ceremony takes place on the grass field adjacent to CPA dispatch and features speeches, the pinning of wings, presentation of awards, and a student address.

3. During the event, formal photos will be taken before, during, and after the ceremony. Therefore, students are expected to be dressed in a full, clean, and pressed uniform. If desired, students may change attire for the dinner portion of the evening, provided they maintain a formal dress code.

4. Student involvement in the planning, fundraising, and promotion of the Wings Ceremony is highly encouraged. This event serves as a celebration and recognition of the students' accomplishments, and it is an opportunity for them to share this milestone with their families and friends.

5. The student graduation slideshow must be reviewed and approved by CPA administration before the event. It is recommended that students take pictures throughout the year for the purpose of creating the slideshow.

6. The graduating class is responsible for coordinating a graduation photo to be taken prior to the ceremony. This photo will be unveiled during the event and added to the collection of alumni photos that are displayed at our establishment.

3. Flight Operations

3.1. Flight Syllabus

1. Students who wish to conduct flight training on their personal aircraft will be required to complete a Personal Aircraft for Training Application. There will be a processing fee. Please contact dispatch for more information.

2. Students will be required to complete a lesson plan form and a data card for each booking (On Talon ETA System) - dual or solo. This lesson plan form will be recorded and filed after each flight.

3. The instructor and dispatch will maintain a progress record for each student to confirm completion of each section's flying.

4. Solo assignments must be completed as and when assigned. If a solo assignment is missed due to weather or aircraft unserviceability the instructor will still complete the next dual lesson. He/She will not, however, complete any further dual lessons until the solo assignments are completed. Failure to complete solo exercises could therefore delay course completion.

5. The training progress record and the completed lesson plan sheets will be kept in the Pilot Training Record at dispatch. This constitutes an internal pilot training record and the Training Progress Record will be submitted to Transport Canada on completion of the phase.

6. Both the student workbook and the Pilot Training Record are proprietary and remain the property of Coastal Pacific Aviation in the event a student withdraws or is dismissed. Coastal Pacific will provide, on request, a transfer Pilot Training Record in the standard Transport Canada format to the student.
7. Each solo flight must be conducted as authorized (white or pink sheet). This is not intended to prevent a student from exercising good judgement in terms of routing or point of landing in case of adverse circumstances.

8. Solo lesson plans which are assigned as mutual (aircraft or simulator) must be completed with a mutual partner. The mutual partner must be a student who is enrolled in the same aviation program.

9. Solo lesson plans must be signed as having been completed as assigned by the student to whom it was assigned, and if the lesson is mutual must also be signed by the mutual partner.

10. If required for operational reasons, two solo lesson plans may be combined for one student, if approved by the Chief Flight Instructor or designate. If the lesson plans involve instrument flights, a mutual partner is mandatory.

11. Students are required to maintain their own personal log books in a neat and professional manner. The following should be considered when making entries:
    - Print all entries.
    - Define each flight - indicate points of departure and arrival, use one line for each leg of the flight, record maneuvers practiced, indicate instructor or passenger names.
    - Ensure addition is correct for page totals.
    - Cross out any errors with a single horizontal line - do not use "whiteout".
    - A flight that is logged as cross country time must either include a full stop landing at an airport other than point of departure or be to a point more than 25 nautical miles from the point of departure.

13. It is a serious offense to alter training records or to misrepresent the completion of lesson plans.

3.2. Licence and Training Requirements

1 The Coastal Pacific Aviation program exceeds the Transport Canada minimum requirements for the commercial license and instrument ratings. There are certain requirements designated by Transport Canada that must be achieved, they are:
- 100 hours - minimum required to write the Transport Canada Commercial Examination.
- 150 hours - minimum required to be able to attempt the Commercial Flight Test.
- 200 hours - minimum required for a Commercial license (of which 100 hours must be pilot in command time).
- 50 hours - pilot in command cross country flight time to attempt the instrument rating flight test.

2 Detailed licensing procedures can be found at Coastal Pacific Aviation’s Online Classroom.

4 Attention is drawn to certain details regarding the 300 NM solo cross country flight requirement for the commercial pilot license.
- This flight is part of the required 65 hours of commercial pilot flight training therefore it will be assigned as a Coastal Pacific Aviation lesson plan
- The flight must be done under the supervision of an instructor and will be assigned to replace an existing lesson or will be assigned as an additional solo.
- The lesson plan contains four possible routes for this flight; the instructor may authorize one or more of these. No other routes will be authorized. The flight will be completed as a mutual flight with another student with one flying the outbound trip and the other the return trip.
- Students must be well prepared for this flight and must complete a ground briefing with their instructor at least one day prior (not to exceed 14 days) to the flight.
- Depending upon the time of year, dispatch will not authorize the flight to depart if it is deemed that the student's departure time will be too late in the day to allow the flight to return with sufficient daylight remaining. Students should make every effort to be prepared to allow a timely departure.
- On completion of the flight, the student must show his navigation log to the authorizing instructor. When the post-flight briefing has been completed the instructor will make an entry

in the student's Pilot Training Record. This should be done no later than the next scheduled dual booking.
- The flight must be to a point of not less than 300 NM radius from the point of departure, and include at least 3 landings at points other than that of departure.
- It is important that the individual legs of the flight between take off and landing points are recorded completely in separate lines in all three of the records the pilot is responsible to keep. This means there will be at least three lines completed in the Company Aircraft Flight Log, Pilot Logbook and Pilot Training Record. Each entry should include date, aircraft registration, points of departure and landing, and time logged.
- In keeping with good airmanship practices, pilots should make regular position reports and sign the airport register when stopping at airports which do not have a tower or FSS.

5 When the requirements for a licence, rating, or endorsement have been completed the following must be submitted to the primary flight instructor:
- Logbook (must agree with PTR and training summary provided by administration).
- Licence or permit, and Medical Certificate.
- Completed applicable application for licence or endorsement forms (obtain from dispatch).

6 All proof of written exams must be given to the instructor as soon as proof is received.

3.3. Lesson Conduct

1 In the conduct of a lesson, the instructor has the responsibility to ensure that:

- The previous solo assignment is reviewed.
- The required preparation has been completed.
- The **Objective** and **Completion Standards** are thoroughly understood.
- The lesson is conducted effectively and efficiently.
- Proficiency assessments and comments are completed and are meaningful.
- The CPA **Training Proficiency** scale is used.
- **Comments** on a dual lesson record instances that indicate the student's knowledge, skills, or behaviour.
  (Note 1:any item of a lesson that is not completed must be noted and carried forward to a following lesson for completion.)
  (Note 2:assessments of 0, 1, or 2 require explanatory comments.)
- The following solo and dual lessons have been previewed and authorized.

3.4. Flight Assessments

1 Each dual flight will receive an assessment based on flight performance as well as punctuality and preparation.

2 There will be evaluations at mid course and at completion of each simulator and aircraft course. The marks obtained will form your course grade.

4 Evaluation Scale

Evaluation scales will vary depending on the level of training being conducted. The complete/ incomplete marking scale is used to assess simulator and flight training sessions in private flight training. Coastal Pacific Aviation Proficiency Levels S/U are used to assess simulator and flight training for commercial, multi-engine and IFR training. Flight training in preparation for a flight test will be evaluated using the Transport Canada Flight Test Standards Guide.

3.5. Grading Scale

1. Each ground school course will have an evaluation scale which can be found in the specific ground school course outline.

2. Each ground school course will have exams which will be a part of the assessment. Marks for each assessment will be available from the ground school instructor.

3.6. Simulator Training

1. Scheduling

   Students are expected to complete solo simulator assignments at the time they have been scheduled. The purpose for this is to establish a discipline both of performance and of time management.

   Late cancellations or no shows will be recorded on the PTR comment sheet, no show charges will apply. See section 1.2.2 (f).

   A missed lesson (dual or solo) will need to be made up before the next scheduled time. Make up sessions will be charged at the regular instructor rates.

   Changes in simulator schedule require authorization from Student Services in consultation with Dispatch. An entry noting the change in scheduled time will be made on the student Comment Sheet. The scheduled time for both the dual and solo simulator will be entered and maintained in the student time table in the PTR.

2. Solo Simulator Sessions

   Solo simulator assignments are part of the preparation for the following dual lesson, and must be completed prior to it. If a solo is not completed prior to the following dual, the dual will be rescheduled at the make up rate shown under item 1 above.

   A one-time change in the schedule for a solo simulator booking may be made in advance at the discretion of dispatch for a valid reason. An entry will be made on the student Comment Sheet detailing this.

Students may receive spot check evaluations of their solos 4 times per phase. This evaluation will form part of the student's training record. This check will assess:

- Preparedness.
- Completeness / accuracy.
- Flying.
- Situational awareness.

3. Facility and Equipment Unserviceability.

Should it be necessary due to equipment unserviceability that one or more students have to take their lesson at another time than was scheduled, the instructor is expected to take initiative to make alternate arrangements for the student. This will be done in consultation with the Student and Dispatch. There will be no additional cost to the student in this instance.

3.7. Scheduling and Dispatch

1 Bookings will be scheduled in advance.

2 Students are required to appear at the airport at the appointed time for all dual flights regardless of factors they feel may cause the booking to be cancelled, e.g. weather. Solo flights must be cancelled with Dispatch, it will not be assumed that a student is not going to show up if the weather is marginal.

3 A minimum of 24 hours notice must be given for cancellation of flights. See section 1.2.2 (f) for more information.

4 Students must allow sufficient time to have completed their preflight planning prior to the booking time. This includes pre-flighting the aircraft if it is available, checking weather and NOTAMs and completing lesson plan forms. See section 1.2.1 (m) for more information.

5 Students must check any operational bulletins daily before flights. They will be displayed in the Flight Preparation Room.

6 Students will sign out for each flight by fully completing an invoice at dispatch. Each solo lesson plan must be signed out separately. For solo flights, licenses, medical certificates and solo authorizations must be presented to dispatch.

7 All solo lesson plans must be pre-authorized by the student's instructor, and any other instructor seeking to authorize flights must obtain authorization from the C.F.I. or signed supervisor.

8 Over-night cross country flights will be authorized by exception only. Permission of the C.F.I. will be required.

9 Students shall not loiter in the dispatch area and must ensure that voices are kept to a conversational level while in any area of flight operations. Socializing will be done outside or in the cafeteria area.

10 Dispatch has the final authority on approval of all flights and the Dispatchers decision will not be questioned by the student.

11 Dispatch will only book a flight test once all paperwork has been checked and completed by both the student and the instructor. This includes checking all flight times on the PTR and logbook and ensuring all signatures are complete on the PTR summary sheets.

4. Personal Information Privacy Policy for Students

4.1. The Company's Commitment to You

Safeguarding personal information of students is a fundamental concern of ***Coastal Pacific Aviation.*** The Company is committed to meeting or exceeding the privacy standards established by British Columbia's Personal Information Protection Act (PIPA) and any other applicable legislation.
This Personal Information Privacy Policy describes the policies and practices of ***Coastal Pacific Aviation*** regarding the collection, use, and disclosure of personal information about students, including the steps the Company has taken to ensure personal and financial information is handled appropriately and securely.

Coastal Pacific Aviation may add, modify, or remove portions of this Personal Information Privacy Policy when it is considered appropriate to do so, and any such changes will be effective upon giving notice of the revised policy. You may ask for the most recent update of this Personal Information Privacy Policy at the Company office. This Personal Information Privacy Policy may be supplemented or modified by agreements entered into between Coastal Pacific Aviation and an individual from time to time.

4.2. Ten Privacy Principles

As part of Coastal Pacific Aviation's commitment, the Ten Privacy Principles govern the actions of the Company as they relate to the use of personal information. This Personal Information Privacy Policy describes the Ten Privacy Principles and provides further details regarding Coastal Pacific Aviation's compliance with the principles.

4.3. Definitions

In this Personal Information Privacy Policy, the following terms have the meaning set out below.

"Personal Information" means any information about an identifiable individual, as further defined under British Columbia's Personal Information Protection Act or other applicable laws. Personal Information excludes the name, position name or title, business telephone number, business address, business email, and business fax number of an individual, as well as any publicly available information as designated under applicable laws, such as information available from a public telephone directory or from a public registry.

"Student" means a prospective, current, or past student of Coastal Pacific Aviation.

4.4. Principle 1 - Accountability

Coastal Pacific Aviation is responsible for maintaining and protecting the personal information under its control. In fulfilling this mandate, the Company designates (an) individual(s) who is (are) accountable for the Company's compliance with the Ten Privacy Principles. This individual is the Privacy Officer of the Company.

You may contact our Privacy Officer as follows:

Coastal Pacific Aviation	
Attention:	Privacy Officer – Ryan Li
Phone:	604-855-1112
Email:	y.li@coastalpacific.com

4.5. Principle 2 - Identifying Purposes

Coastal Pacific Aviation will, before or at the time personal information is collected, identify the purposes for which the information is collected, used, and disclosed.

What information is collected?

Coastal Pacific Aviation collects and uses personal information to provide students with the best possible educational services enunciated by the Mission statement of the Company. Most of the information the Company collects comes to the Company directly from students or is information regarding the student's program activities, performance or behaviour, such as attendance records or grades. For example, when a student applies for admission to the program, the Company will ask you to provide the information that enables it to complete the admission and registration process. Coastal Pacific Aviation also collects information in connection with the use of its computer systems.

[Personal information may also be collected and used and disclosed in the course of the operation of building security systems, including video and other surveillance systems.]

4.6. Principle 3 - Consent

Coastal Pacific Aviation will obtain consent of the individual for the collection, use or disclosure of personal information except where the law states exemptions, grants permission, or creates a requirement for collection, use, or disclosure of personal information.

Requirements for consent to collection, use, or disclosure of personal information vary depending on circumstances and on the type of personal information that is intended to be collected, used or disclosed. In determining whether consent is required and, if so, what form of consent is appropriate, Coastal Pacific Aviation will take into account both the sensitivity of the personal information and the purposes for which Coastal Pacific Aviation will use the information. Consent may be express, implied (including through use of opt-out consent where appropriate), or deemed. For example, if an individual provides his/her mailing address and requests information regarding a particular service, consent to use the address to provide this requested information may be implied.

On giving reasonable written notice to Coastal Pacific Aviation, an individual may withdraw consent to the collection, use or disclosure of his or her personal information. Upon notice of withdrawal of consent, Coastal Pacific Aviation will notify the individual of the likely consequences of withdrawing his or her consent and, except where otherwise required or permitted by law, Coastal Pacific Aviation will stop collecting, using or disclosing the personal information as requested.

If a person provides Coastal Pacific Aviation or its service providers or agents with personal information about an individual, the person represents that it has all necessary authority and/or has obtained all necessary consents from such individual to enable Coastal Pacific Aviation to collect, use and disclose such personal information for the purposes set forth in this Personal Information Privacy Policy.

4.7. Principle 4 - Limiting Collection

Coastal Pacific Aviation will limit the personal information collected to that information necessary for the purposes identified by the Company.

4.8. Principle 5 - Use, Disclosure, and Retention

Coastal Pacific Aviation will only use, disclose, and retain personal information for the purpose for which it was collected unless the individual has otherwise consented, or when its use, disclosure, or retention is required or permitted by law.

How is the Information Used?

Coastal Pacific Aviation uses personal information as follows:

- To communicate with students, process applications, and ultimately to provide students with the educational services and programs they expect.
- To enable the Company to operate its administrative function, including coordination with the University of the Fraser Valley.
- To enable Transport Canada to process applications for aviation documents.

If for any reason personal information is required to fulfil another purpose, the Company will, where appropriate, notify you and ask you for your consent before the Company proceeds.
Coastal Pacific Aviation may use anonymous information, such as information collected through surveys or statistical information regarding students to constantly improve the our Company.

When May Information be Disclosed?

Coastal Pacific Aviation may disclose an individual's personal information to others in connection with the purpose for which it was collected, as consented to by the individual, or as required or permitted by law. The following are some examples of how Coastal Pacific Aviation may disclose personal information.

When Authorized by You

- Other educational institutions routinely contact the Company for personal information about students. For example, if a student moves to another flight school, college or university, student records are requested by the enrolling institution. Your permission to pass on these records is usually obtained when the student is registered and you authorize the Company to disclose such information to other appropriate educational institutions for the ongoing education of the student.

In some cases, when communication is over the telephone, your consent to the use and/or disclosure of your information will be obtained verbally. In other cases such as when you communicate through email, your consent will be obtained electronically.

When Required by Law

Only the information specifically requested is disclosed and the Company takes precautions to satisfy itself that the authorities making the request have legitimate grounds to do so.

When Permitted by Law

The Company is legally permitted to disclose some personal information in situations such as an investigation of illegal activities, reasonable methods to collect overdue accounts, a medical emergency or suspicion of illegal activities, etc. Only pertinent information is disclosed.

The Company does not sell, lease or trade information about you to other parties.

Outside Service Suppliers

At Coastal Pacific Aviation, the Company sometimes contacts outside organizations to perform specialized services such as printing, student assessments, market research or data processing. Suppliers of specialized services are given only the information necessary to perform those services, and Coastal Pacific Aviation takes appropriate steps that such information is securely transferred and stored and is used only for fulfil the purposes for which it was disclosed to the service provider.

Restricting Sharing Information

If you choose to limit the sharing of personal information, please contact the Company office and submit a written letter to specify which items of personal information you wish to limit, and to whom you wish these

items to be restricted. Please remember that certain agencies, by law, have access to certain types of personal information.

How Long is Personal Information Retained?

Personal Information will only be retained for the period of time required to fulfil the purpose for which it was collected. Once the personal information is no longer required to be retained to fulfil the purposes for which it was collected and is no longer required or permitted to be retained for legal or business purposes, it will be destroyed or made anonymous.

4.9. Principle 6 - Accuracy

Coastal Pacific Aviation will take appropriate steps to ensure that personal information collected by Coastal Pacific Aviation is as accurate and complete as is reasonably required in connection with the purposes for which it was collected, used, or disclosed.

How May I Update Outdated or Incorrect Information?

An individual may, upon written request to Coastal Pacific Aviation, request that Coastal Pacific Aviation correct an error or omission in any personal information that is under Coastal Pacific Aviation's control and Coastal Pacific Aviation will, as appropriate, amend the information as requested and send the corrected personal information to each third party to which it has disclosed the information during the preceding year.

4.10. Principle 7 - Safeguarding Personal Information

Coastal Pacific Aviation will protect personal information by security safeguards that are appropriate to the sensitivity level of the information.

The Company's Employees

In the course of daily operations, access to personal information is restricted to authorized employees who have a legitimate reason for accessing it. For example, instructors will have access to personal information about students, but not your account with the Company.

Employees are appropriately educated about the importance of privacy and they are required to follow the Company's policies and procedures regarding handling of personal information.

Student Files

Student files are stored in secured filing cabinets. Access is restricted to only those employees (instructors, directors, etc.) who, by nature of their work, are required to see them.

Electronic Security

The Company manages electronic files appropriately with passwords and security measures that limit access by unauthorized personnel. The Company's security practices are reviewed periodically to ensure that the privacy of personal information is not compromised.

4.11. Principle 8 - Openness

Coastal Pacific Aviation will make information available to individuals concerning the policies and practices that apply to the management of personal information.

Individuals may direct any questions or enquiries with respect to the Company's privacy policies or practices to the Privacy Officer of Coastal Pacific Aviation.

4.12. Principle 9 - Individual Access

Coastal Pacific Aviation will inform an individual, upon the individual's request, of the existence, use and disclosure of the individual's personal information, and shall give the individual access to it in accordance with the law.

How May I Access My Personal Information?

Individuals may access and verify any personal information with appropriate notice so that the office is able to supply the information required. Most of this information is available in the registration forms and other forms that you filled out.

Parent Access to Student Personal Information

Students and parents of students should be aware that information about a student cannot be released to a third party, including a parent, without a written, signed release or court order.

4.13. Principle 10 - Complaint Process

Individuals may question compliance with the above principles.

Questions, Concerns, and Complaints

Questions, concerns, and complaints about privacy, confidentiality and personal information handling policies and practices of the Company should be directed to the Company's Privacy Officer by calling the Company office. If necessary, individuals will be referred to use the Company's complaint procedure and appeals policies.

Final Statement

In this final statement, we extend our sincere wishes for a brilliant future to all students of Coastal Pacific Aviation, whether you aspire to become a professional airline pilot or a dedicated flight instructor.

As you embark on your aviation journey, we want you to know that your time at Coastal Pacific Aviation is just the beginning of an extraordinary and fulfilling path. The knowledge, skills, and experiences gained during your training will be the foundation upon which you build your aviation career.

Remember, the sky is not the limit—it is a boundless canvas for you to explore and conquer. Embrace the challenges, relish the joy of flight, and never cease your thirst for learning and growth.

As you move forward, carry with you the bonds forged with fellow students, the unwavering support of our instructors and staff, and the values of safety, professionalism, and continuous improvement instilled in you. These connections and principles will guide you to make a positive impact on the aviation community and beyond.

Reflect upon the memories, friendships, and invaluable experiences gained during your time at Coastal Pacific Aviation. Let them fuel your determination to excel and serve as a constant reminder of what you have accomplished.

With this final statement, we celebrate your achievements and extend our warmest congratulations. Your success is a testament to your dedication, resilience, and the exceptional training you received at Coastal Pacific Aviation.

As you spread your wings and venture into the limitless skies, remember to fly with unwavering passion, embrace new horizons, and strive for greatness. The Coastal Pacific Aviation team is immensely proud to have played a part in your journey, and we eagerly anticipate hearing about your future accomplishments.

May your path be adorned with fair winds, clear skies, and endless opportunities. Aim high, chase your dreams, and let your presence in the aviation world leave a lasting impact.

Fair winds and blue skies,

Coastal Pacific Aviation Team