

JoinAir Helicopters Inc. Student Policies

Attendance Policy

All students are required to attend scheduled flight training sessions, and regular attendance at ground school is expected. Students must meet all Transport Canada minimum ground school and flight training requirements.

Consequences of Not Meeting Attendance Requirements

Failure to meet the required attendance standards may result in delays in program completion. Additional consequences include:

Students who do not meet flight training requirements and ground school hours will not be eligible to complete a flight test for a licence or rating.

Students who fail to meet the minimum attendance requirements overall will not be able to achieve their Pilot Licence, due to insufficient ground school training or flight instruction.

Report Absence:

Students are to phone the office 604-792-1333, their own instructor, or the Chief Flight Instructor well in advance to enable the office to fill that spot with another student. They can also email the office on info@joinairhelicopters.ca

Cancellation / No Show Fee Policy

The student acknowledges and agrees that any cancellation of a scheduled flight lesson made without proper 24 hour notice, or without a valid and verifiable reason, will result in a charge equal to the instructor fee for the time that was reserved. The Company reserves the right to determine whether the reason provided constitutes legitimate justification.

Withdrawal and Return Policy

Students may withdraw from any program at any time and for any reason by submitting a written request to the Chief Flight Instructor. Refunds for any unused funds will be issued in accordance with JoinAir's Refund Policy.

Students who previously withdraw may apply to return to training at any time; however, they must re-register into the program. Their student account will be reactivated, and all previously recorded ground school hours and flight training hours will continue to count toward Transport Canada licensing requirements.

Upon re-entry, an initial assessment flight will be conducted to determine whether additional flight hours are required to meet licensing standards. All requirements outlined in the Admissions Policy will continue to apply

Dress Code

The purpose of this policy is to ensure that all students maintain a professional appearance and prioritize safety at all times. Because our training environment is located in a mountainous region, students must also be prepared for the possibility of an unplanned landing in rugged terrain.

Non-compliance with this policy may result in warnings, restricted flight privileges, and/or cancellation of the flight. Flights cancelled due to improper attire are subject to the No-Show Fee.

- Closed-toe shoes must be worn at all times. Proper footwear suitable for aircraft operations is required; sandals, open-toe shoes, and high-heels are not permitted.
- Students must wear clothing appropriate to the flight plan, including layers or protective gear suitable for potential weather changes or remote-area landings.

Drug, Alcohol and Medication Policy

JoinAir Helicopters maintains a zero-tolerance policy for the use of drugs or alcohol on school premises or during any flight training activities. Any unsafe behaviour that endangers oneself or others may result in immediate disciplinary action, including possible dismissal.

All unsafe practices must be reported without delay to the Senior Education Administrator or Chief Flight Instructor.

All information collected under this policy is treated as strictly confidential and is accessible only to individuals with a legitimate need to know, in accordance with applicable laws, including the Personal Information Protection Act (PIPA).

Smoking Policy

JoinAir Helicopters is a smoke-free and vape-free environment. Smoking and vaping are strictly prohibited inside all buildings and aircraft. Safety is a top priority, as fire hazards can arise quickly in aviation environments.

All cigarette butts must be disposed of only in designated receptacles. Under no circumstances may they be discarded in garden beds, on the ground, or in dry bark mulch. The designated smoking and vaping area is located on the south side of the JoinAir building.

Failure to follow these guidelines will be considered misuse of JoinAir property and may result in disciplinary action.

Cellphone Policy

JoinAir Helicopters Inc is committed to ensuring that its learning environment is a safe environment for staff and students.

Cellphones are a useful tool but can also be a distraction and, in some cases, unsafe. Student cellphones must be turned off during the following activities:

- **Safety Briefings**
- **Classroom Sessions**
- **Flight Training**

If repeated infractions occur, your Flight Instructor retains the right to hold your cellphone until the end of the training session.

Media Privacy Policy

JoinAir provides students with access to computer networks and the Internet; however, this access is offered without warranty, and JoinAir is not responsible for any losses, damages, or claims arising from its use. Students are expected to use all technology resources responsibly and professionally.

Technology & Internet Use

- All data created, transmitted, or received through JoinAir systems is considered company property and may be accessed or disclosed if legally required.
- JoinAir may monitor Internet activity, access data, and block websites or downloads that are unsafe or non-productive.
- Students must not use JoinAir systems for fraud, piracy, hacking, harassment, discrimination, or any unlawful activity.
- Confidential information, proprietary materials, and internal documents must not be shared outside the organization.
- Students must not introduce malware, send spam, or misrepresent personal opinions as those of JoinAir.

Social Media Use

- Students must use social media (e.g., Facebook, Instagram, YouTube, LinkedIn, X/Twitter) respectfully and in a way that protects JoinAir's reputation.
- Students must not post offensive, misleading, or discriminatory content, nor disclose confidential information.
- Personal social media use must not interfere with training or school activities.
- Students unsure about appropriate use should consult their instructor.

Photography & Video

- Photography or filming during flight is permitted only at the instructor's discretion.

- In the event of an aircraft incident or accident, all footage captured becomes the sole property of JoinAir Helicopters and may not be used for personal purposes.

Compliance: All students are required to comply with this policy as a condition of using JoinAir's systems, networks, Internet access, and social media in connection with their training.

Dismissal Policy

JoinAir Helicopters Inc. is committed to maintaining a safe, respectful, and professional learning environment. Students may be dismissed from a program for conduct that compromises safety, violates Canadian Aviation Regulations, disrupts operations, or breaches standards of professionalism. All students are expected to treat staff, fellow students, aircraft, and equipment with dignity and respect.

1. Grounds for Dismissal

A student may be dismissed from a program for any of the following:

Use of drugs or alcohol during school hours or on school premises at any time

Display of obscene, abusive, or inappropriate language or behavior

Sexual harassment

Harassment, bullying, or discrimination of any kind

Failure to attend scheduled lessons without just cause

Intentional failure to follow instructions issued by the Owner/Chief Flight Instructor (CFI)

Violation of Canadian Aviation Regulations (CARs)

Mistreatment or negligent handling of aircraft or equipment

2. Dismissal and Disciplinary Process

The process for addressing misconduct or safety concerns is as follows:

a. The Owner/Chief Flight Instructor (CFI) will meet with the student to discuss the incident or behavior of concern.

b. The student will be asked to sign a written statement documenting the incident, as outlined in the Flight Training Manual.

c. Depending on the severity of the issue, the student may receive:

A written warning, or A written suspension of flying privileges

d. Students who violate Canadian Aviation Regulations or engage in conduct that jeopardizes safety may be immediately suspended or dismissed.

e. Students who mistreat aircraft or equipment may have their flying privileges suspended pending review by the Chief Flight Instructor.

f. Written notice will be provided for all suspensions or dismissals.

Dispute Resolution Policy

This policy governs all student complaints related to JoinAir Helicopters Inc. and any aspect of its operations. Students will not be subject to retaliation, penalties, or fees for submitting a complaint. All complaints must be submitted in writing.

1. Informal Resolution

Students are encouraged to first discuss concerns directly with the relevant instructor, staff member, or department to seek an informal resolution.

2. Formal Complaint Submission

If the concern is not resolved informally, the student must submit a written complaint to one of the following JoinAir contacts:

Primary Contact

Craig Joiner

Accountable Executive

craig@joinairhelicopters.ca

Secondary Contact (if the primary contact is unavailable or named in the complaint)

Marina Mason

Office Manager

info@joinairhelicopters.ca

3. Review Process

- a. The designated JoinAir contact will review the written complaint and conduct an investigation involving all relevant parties.
- b. A meeting will be arranged with the student to discuss the complaint.
- c. A written summary of the discussion will be provided to the student for signature.
- d. Written reasons for the determination, including any reconsideration, will be provided within 30 days of the date the complaint was submitted.

4. Appeal Process

If the student is dissatisfied with the determination, they may submit an appeal to:

Craig Joiner

craig@joinairhelicopters.ca

A decision on the appeal will be issued within 30 days.

If the matter remains unresolved and the student is or was enrolled in an approved program, and believes they were misled regarding a significant aspect of the program, they may file a complaint with the Private Training Institutions Branch (PTIB):

Private Training Institutions Branch (PTIB)
www.privatetraininginstitutions.gov.bc.ca

Complaints to PTIB must be filed within one year of the date the student completes, withdraws from, or is dismissed from the program.

Refund Policy

1. Textbooks and Supplies

No refunds will be issued for textbooks or supplies once the student has received them.

2. Full Tuition Refunds

JoinAir Helicopters Inc. will refund all tuition paid by the student, or a person on behalf of the student, if:

- 2(a) The institution receives a notice of withdrawal no later than 7 days after the effective contract date and before the contract start date; or
- 2(b) The student signs the enrolment contract 7 days or less before the contract start date, and JoinAir receives a notice of withdrawal between the contract signing date and the contract start date.

3. Refunds for Students Admitted Without Meeting Requirements:

JoinAir will refund all tuition paid if the student was enrolled without meeting admission requirements and did not misrepresent their knowledge or skills.

There will be no refunds issued for the costs of textbooks and supplies once the student has received them.

4. Non-Attendance in First 30% of Training

If a student does not attend any of the first 30% of scheduled instructional hours, JoinAir may retain up to 50% of the tuition paid.

5. Refunds After Notice of Withdrawal

If JoinAir receives a notice of withdrawal:

5(a) More than 7 days after the effective contract date:

- At least 30 days before the contract start date: JoinAir may retain up to 10% of tuition, to a maximum of \$1,000.
- Less than 30 days before the contract start date: JoinAir may retain up to 20% of tuition, to a maximum of \$1,300.

5(b) After the contract start date: Up to and including 10% of instructional hours provided:

JoinAir may retain up to 30% of tuition.

- After 10% but before 30% of instructional hours provided: JoinAir may retain up to 50% of tuition.

6. Refunds After Dismissal

If JoinAir issues a notice of dismissal:

- 6(a) If dismissal occurs on or before 10% of instructional hours have been provided, JoinAir may retain up to 30% of tuition.
- 6(b) If dismissal occurs after 10% but before 30% of instructional hours have been provided, JoinAir may retain up to 50% of tuition.

7. Course Materials Not Received

JoinAir will refund fees for course materials paid for but not received if:

- The student withdraws, or
- JoinAir dismisses the student.

8. Refund Timelines

Refunds will be issued within 30 days of:

- 8(a) JoinAir receiving a student's notice of withdrawal;
- 8(b) JoinAir issuing a notice of dismissal;
- 8(c) The registrar notifying JoinAir of non-compliance with sections 1(c) or 2;
- 8(d) The first 30% of instructional hours passing, if section 3 applies.

Refunds will be paid to the student or the person who originally paid the tuition.

9. International Students – Study Permit Refusal

If an international student provides JoinAir with a copy of a study permit refusal, sections 2(a), 2(b), 5, 7, and 8 apply as if the refusal were a notice of withdrawal, unless:

The student requests an additional Letter of Acceptance for the same program.

Student Refund Guidelines

- Student must sign the contract 30 days before starting the course
- If we receive a notice of withdrawal less than 7 days after the student signed the contract the student will be fully refunded the tuition paid.
- If we receive a notice of withdrawal more than 7 days after the student signed the contract and at least 30 days before the student starts the course, we can keep 10% of the tuition paid, up to a maximum of \$1,000.
- If we receive a notice of withdrawal more than 7 days after the student signed the contract and less than 30 days before the student starts the course, we can keep 20% of the tuition paid, up to a maximum of \$1,300.

- If we receive a notice of withdrawal after the course start date and 10% of hours of instruction has been provided to the student, we can keep 30% of the tuition paid.
- If we receive a notice of withdrawal after the course start date and between 11-29% of hours of instruction has been provided to the student, we can keep 50% of the tuition paid.
- If we dismiss a student and 10% of hours of instruction has been provided to the student, we can keep 30% of the tuition paid.
- If we dismiss a student and between 11-29% of hours of instruction has been provided to the student, we can keep 50% of the tuition paid.
- Must reimburse appropriate amount of tuition within 30 days after a notice of withdrawal, dismissal of student, closure of institution, or the first 30% of hours of instruction has not been attended by the student.

10% = 18 hrs of 180 hrs

20% = 36 hrs of 180 hrs

30% = 54 hrs of 180 hrs

Respectful and Fair Treatment of Students Policy

JoinAir Helicopters Inc. is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on JoinAir Helicopters Inc. premises, or in the course of activities or events hosted by JoinAir Helicopters Inc., the following activities are prohibited:

- Bullying
- Harassment
- Discrimination

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

- Students will be required to put in writing the incident that occurred;
- Both the student who acted in the prohibited activity(s) and the student who was mistreated.
- It will then be discussed with the Owner/CFI and a written warning may be issued, or a letter of dismissal or suspension depending on the situation.
- If a second offence occurs this may be terms for dismissal or suspension.

Student Safety, Health, and Well-being

Safety is a foundational principle in aviation training. Joinair integrates general health supports with aviation-specific safety practices.

- **Aviation-Specific Safety:**

Require adherence to all Transport Canada aviation safety regulations and institutional standard operating procedures

Provide safety briefings before all flight training activities

Ensure aircraft maintenance and operational safety standards are met

- **Mental Health and Well-being:**

Recognize the unique stressors of flight training (e.g., performance pressure, scheduling variability) and encourage early support-seeking

- **Addiction and Overdose Prevention:**

Enforce strict zero-tolerance policies for substance impairment during training

Harassment and Anti-Racism Policy

JoinAir is committed to fostering a professional aviation training environment grounded in respect, safety, and inclusivity for both students and staff. We are committed to fostering a professional aviation training environment grounded in respect, safety, and inclusivity.

- **Harassment-Free Environment:**

Harassment includes verbal abuse, sexual harassment, bullying, or any unwelcome physical or psychological behavior. We are committed to ensuring that all individuals are treated with dignity and respect.

- **Anti-Racism Commitment:**

JoinAir does not tolerate discrimination based on race, ethnicity, nationality, or cultural background. Racist remarks, cultural insensitivity, or bias-based discrimination are prohibited.

- **Reporting and Accountability:**

If a student experiences or witness harassment or racism, report it to the office manager Marina Mason, Craig Joiner, or Ben Ham

- **Education and Training:**

Ongoing training will be provided to all students and staff on recognizing and addressing harassment and racism, ensuring a safe, inclusive environment.

- **Confidentiality:**

Reports will be handled with confidentiality and respect for all parties involved.

- **Commitment to Improvement:**

We continuously strive to improve our practices to maintain a welcoming and safe learning environment for everyone.

All reports will be investigated, and violators will face disciplinary action, including suspension or dismissal if necessary.

Sexual Misconduct Policy

JoinAir Helicopters maintains a zero-tolerance stance toward sexual misconduct and affirms that sexual harassment is a serious form of misconduct that undermines the integrity of the learning and working environment. All students have the right to study and work in a space free from discrimination and any behaviour that is harassing, coercive, or disruptive. Individuals who engage in such conduct will face consequences ranging from a written warning to termination.

Sexual misconduct: refers to any unwanted physical, verbal, or visual sexual behaviour, including sexual advances, requests for sexual favours, or other sexually oriented conduct that is offensive or objectionable to the recipient. This includes, but is not limited to, epithets, derogatory or suggestive comments, slurs, gestures, and offensive posters, cartoons, images, or drawings. Acts such as sexual assault, sexual exploitation, stalking, indecent exposure, voyeurism, and the distribution of sexually explicit photos or videos—as well as any threat or attempt to commit such acts—are defined as sexual misconduct under the Sexual Violence and Misconduct Policy Act for public institutions.

Unwelcome or harassing: conduct occurs when sexual advance(verbal or physical), requests for sexual favours, or other verbal or physical behaviour of a sexual nature meet any of the following conditions:

- **Condition of employment:**

Submission to such behaviour is made an explicit or implicit requirement for employment, including matters such as promotion, training, scheduling, or overtime.

- **Basis for decisions:**

Submission to or rejection of the behaviour is used to influence employment decisions such as hiring, promotion, or termination.

- **Impact on environment:**

The behaviour interferes with an individual's work performance or creates an intimidating, hostile, or offensive work or learning environment.

- **Off site conduct:**

The behaviour occurs in a residence or off campus setting but affects a student's sense of safety, ability to study, or overall learning environment.

Unwelcome conduct is behaviour that is not desired, is personally offensive, lowers morale, and interferes with a person's ability to work or study effectively.

What should you do if you are sexually harassed?

If you feel that you have been the recipient of sexual misconduct, verbally report it immediately to the Chief Flight Instructor, or Officer Manager.

It is preferable to make a complaint in writing, so you can accompany or follow up your verbal complaint with a written complaint although you will not be pressured to make any written report.

Written reports can be sent to:

Chief Flight Instructor – craig@joinairhelicopters.ca

Office Manager – info@joinairhelicopters.ca

If your immediate supervisor is the source of the harassing conduct, report the behavior to that person's supervisor or to the Chief Flight Instructor.

All information related to a Complaint or Report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

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

Your identity will be protected and there will be no blame, shame, guilt, pressure or reprisals directed against you for making a complaint. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

What happens after a complaint is made?

Receipt of a complaint will be acknowledged within 24 hours.

Within 7 days after a verbal or written complaint is made, a supervisor, or other person designated by the owner, will investigate the complaint. The person will speak with possible witnesses and will speak with the person named in your complaint. Your anonymity will be protected to the best extent possible.

Depending on the complexity of the investigation, you will be contacted within 1-2 weeks about the status of your complaint and whether action is being taken.

JoinAir Helicopters takes all such complaints very seriously and will deal with them with the utmost respect, sensitivity and confidentiality.

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

Student Statement of Rights

JoinAir Helicopters Inc. is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

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

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

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

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

Make sure you read the contract before signing. The institution must provide you with a signed copy if you request it.

You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.

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

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

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

For more information about PTIB and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

Student Records Retrieval and Archiving System policy

All students are responsible for accurately maintaining their own flight times in their personal logbooks.

Current and former JoinAir students may request certificates or tuition information. These documents will be provided within fourteen days of the request. Additional fees may apply for older or archived records.

All student files are stored on-site in hard-copy format in accordance with PTIRU regulations. Transport Canada also maintains student licensing records and certificates indefinitely.