

Flight Training Since 1994



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## Student Enrolment Contract

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### 1) General Information

- a) While the training conducted by Langley Flying School is regulated by **Transport Canada**, the **Private Career Training Institutions Agency (PCTIA)** is a Provincial Government authority that regulated all private schools in B.C. providing career training. This *Student Enrolment Contract* is required by PCTIA. Please note that the content of this contract is specified by PCTIA and **in no way creates an obligation for students to pay tuition, fees, or any other money**; instead, it is designed to inform students of the educational services and standards they will receive from Langley Flying School, including the overall costs, as well as the government services provided by PCTIA. For further information regarding PCTIA, simply conduct a search using your internet browser.

### 2) Institution Information

- b) The legal and operating name of Langley Flying School is Langley Flying School, Inc.
- c) The contact information for Langley Flying School is as indicated above (letterhead).
- d) Langley Flying School's PCTIA registration number is 1540. Langley Flying School is a registered institution.

### 3) Student Information

- a) The student's entire legal name is as follows:

\_\_\_\_\_ (please print above)

- b) The student's previous name, if applicable, is as follows:

\_\_\_\_\_ (please print above)





- b) The commencement date of the program is as follows:

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(please print above)

- c) The completion date of the program is as follows:

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(please print above)

- d) The duration of the program, expressed in hours, is \_\_\_\_\_ hours, expressed in months is \_\_\_\_\_ months.
- e) The language of instruction is English.
- f) The method of delivery is site based (at Langley Flying School).
- g) The credential to be awarded is a Certificate.

## 6) Admission Requirement

- a) Entrance into this program requires the completion of Grade 12 (or equivalent) or candidates must qualify as a mature student (age 19 and not having attended school full-time for 52 weeks).

Statement of confirmation: *"I confirm that I meet this admission requirement."*

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(student signature acknowledging above statement)

## 7) Tuition and Fees

- a) Instructional Hours include instruction time @ \$50 per hour (rate charged per hour to student for instruction time) plus ground school plus any additional instructional time over and above the licensing requirements to meet the competency standard to hold the licence or rating. Please note that under *Private Career Training Institutions Act Student Training Completion Fund*, only tuition outlined above is covered in the event of a school failure. Any other funds prepaid to the school are not covered under this program and it is recommended students do not prepay in excess of this amount for the appropriate course of study.
- b) Any fees reflected on the *Aircraft and Simulator Rental/Utilization Contract* (see Page 11) are not protected by the *Private Career Training Institutions Agency*.

*"I understand that all costs quoted are based on Transport Canada minimum licensing requirements and that all flight training requires the student to meet the proficiency standard to pass the regulatory written and flight tests. Students who require additional instruction to meet the proficiency standard to take a Transport Canada written examination or flight test will incur additional costs which are billed by the school and due at the time of incurring these charges. A student is not permitted to carry an outstanding balance."*

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(student signature)

### **Commercial Pilot Program (Instructional Charges only)**

25 hours Dual Aircraft Instructions (Based on \$50 per hour)	1250
10 hours Dual Simulator Instruction (Based on \$77.00 per hour)	770
7 hours Preparatory Ground Instruction (Based on \$50.00 per hour)	350
100 hours Groundschool	500.00
Pilot Books and Supplies	65.00
Flight Test and Transport Canada Fees	485.00
<b>Total:</b>	<b>\$3420</b>

### **Multi-engine Rating Program (Instructional Charges only)**

7 hours Dual Aircraft Instructions (Based on \$50 per hour)	350
7 hours Preparatory Ground Instruction (Based on \$50.00 per hour)	350
Pilot Books and Supplies	65
Flight Test and Transport Canada Fees (approximately)	330
<b>Total:</b>	<b>\$1095</b>

### **Instrument Rating Program (Instructional Charges only)**

10 hours Dual Aircraft Instructions (Based on \$50 per hour)	500
10 hours Dual Simulator Instruction (Based on \$77.00 per hour)	770
4 hours Preparatory Ground Instruction (Based on \$50.00 per hour)	200
100 hours Groundschool	400
Pilot Books and Supplies (approximately)	60
Flight Test and Transport Canada Fees (approximately)	330
<b>Total:</b>	<b>\$2260</b>

### **Instructor Rating Program (Instructional Charges only)**

31 hours Dual Aircraft Instructions (Based on \$50 per hour)	500
10 hours Dual Simulator Instruction (Based on \$77.00 per hour)	770
4 hours Preparatory Ground Instruction (Based on \$50.00 per hour)	200
25 hours Groundschool (Based on \$50 per hour)	1250
Pilot Books and Supplies (approximately)	75
Flight Test and Transport Canada Fees (approximately)	530
<b>Total:</b>	<b>\$3325</b>

- c) All payments for tuition and fees are "**pay as you go**". Payments for training flight are due following the flight, payments for one-on-one training sessions, groundschool or otherwise, are due at the end of the session. Collective groundschool fees are due at the start of the groundschool session.

## **8) Refund Policy**

- a) Written Notice
- i) A written notice of withdrawal or dismissal must be provided:
- (1) By a student to the institution when the student withdraws, or
  - (2) By the institution to the student where the institution dismisses a student.
- b) Refund Entitlement
- c) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution 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.
- d) Refund policy for students:
- i) Refunds before the program of study begins:

- (1) If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00.
  - (2) Subject to Subsection 24. 11) a) i) of the PCTIA Bylaws, if written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.
  - (3) Subject to Subsection 24. 11) a) i) of the PCTIA Bylaws, if written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00.
- e) Refunds after the program of study starts:
- i) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
  - ii) If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.
  - iii) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

## 9) Dismissal Policy

Safety in flight training operations is paramount to Langley Flying School's policy on student conduct and dismissal. The following are grounds for the student suspension and/or dismissal:

- a) violation of the Canadian Aviation Regulations;
- b) violation of Langley Flying School's Flight Rules and Safety Precautions;
- c) mistreatment of Langley Flying School aircraft and equipment;
- d) any other action, operation, procedure, behaviour, or conduct by a student which, in the view of the Chief Flying Instructor, compromises safety in flight training operations.
- e) In the event of suspension or dismissal, written notice will be provided to the student; suspensions or dismissals are governed by Langley Flying School's Dispute Resolution and Refund policies. Student may be assessed a fee for failure to show for an aircraft booking, in accordance with the terms and conditions specified in the Langley Flying School Flight Training Handbook. Students in violation of the Canadian Aviation Regulations, or Langley Flying School's Flight Rules and Safety Precautions are responsible for all damages and injury that result from such violation.

## 10) Dispute Resolution Policy

- a) Langley Flying School policy regarding disputes is that individuals should first attempt to resolve any issues informally between the parties involved. If attempts at informal resolution are unsuccessful, or if an individual is uncomfortable with informal procedures, Langley Flying School provides a fair and reasonable mechanism for formal dispute resolution. The resolution of dispute shall reflect that safety is paramount in flight training operations, and that all students at Langley Flying School are entitled to fair and

equitable treatment. The procedures for dispute resolution are therefore outline as follows:

- b) If possible, a disputant shall attempt to resolve a dispute informally.
- c) If informal resolution is unsuccessful, or in cases where the disputant is uncomfortable with informal measures, the disputant shall submit the complaint in writing to Chief Flying Instructor. The Chief Flying Instruction will request written submissions from all parties involved, including witnesses. Within 72 hours from the time that the original written complaint was submitted, the Chief Flying Instructor will meet with parties involved for the purpose of adjudication, and within 24 hours of this meeting, the Chief Flying Instructor will provide a written decision to the disputants.
- d) If either party is dissatisfied with the decision of the Chief Flying Instructor, the dispute may be referred to a mediator. Within 48 hours of receiving a written request for mediation, the Chief Flying Instructor shall appoint a Designated Flight Examiner or a Civil Aviation Inspector as mediator. The costs of mediation will be paid by Langley Flying School.

## 11) Privacy Policy

- a) Langley Flying School collects students' personal information for the following reasons:
  - i) Compliance with the Canadian Aviation Regulations;
  - ii) Compliance with the policies and procedures of Transport Canada regarding personnel licencing;
  - iii) Compliance with PCTIA.
  - iv) Conventional accounting practices and procedues;
  - v) Compliance with the policies and procedures of the Canada Revenue Agency, including the issues.
- b) It is prohibited for Langley Flying School staff to release any private information related to students.
- c) Procedure for maintaining student files:
  - i) Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student performance, progress, and acquired pilot qualification is placed in the student file.
  - ii) Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Chief Flying Instructor, the Chief Groundschool Instructor, and line Flight and Ground Instructors.
  - iii) When a student completes pilot training, the pilot training records are forwarded to Transport Canada for the purposes of issuing and processing pilot licenses and ratings.
  - iv) At the end of period approximately one year, inactive student files are placed in "closed" storage for a further six years.
  - v) At the end of the seven year period, the full student file may be destroyed using a secure destruction method.
- d) Procedure for student access to the information on file:
  - i) Students wishing to access the information in the student file must contact the Chief Flying Instructor.



- ii) The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.
- iii) Persons authorized to access information on behalf of a student must provide written proof of this authorization.

<b>STUDENT DECLARATION</b>	
<p>I DECLARE THAT:</p> <ul style="list-style-type: none"> <li>• I have read, understood, and agreed to the terms and conditions of this enrolment contract.</li> <li>• I have received a signed copy of this contract.</li> <li>• I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this program of study.</li> <li>• The information provided by me on this form is true and accurate and that I am 19 years of age or older. (If under the age of 19, a parent or legal guardian must also sign the contract.)</li> </ul>	
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Student Signature	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date Signed
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Signature of Parent or Legal Guardian	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date Signed

<b>INSTITUTION DECLARATION</b>	
<p>The institution agrees to deliver the program according to the terms of this contract. The institution reserves the right to make minor adjustments to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study.</p>	
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Printed Name of Langley Flying School Representative	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Position Title
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Signature of Langley Flying School Representative	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date Signed



## Appendix A—BC Private Career Training Institutions Agency Statement

### Overview

All private institutions that provide career training programs to students of more than 40 hours/week and over \$1000/tuition must be registered under the Private Career Training Institutions Act. The Private Career Training Institutions Agency (PCTIA) is responsible for establishing basic education standards and providing consumer protection for students enrolled with a registered career training institution, and for standards of quality for accredited career training institutions. A list of registered / accredited institutions can be found on PCTIA's website.

PCTIA also manages the Student Training Completion Fund which provides tuition refund protection to students in the event a registered institution ceases to operate, or if a student is found to have been misled by an institution.

For further information about PCTIA and the services it provides, students may contact PCTIA at:

300 – 5172 Kingsway, Burnaby B.C. V5H 2E8  
Tel. (604) 660-4400 or 1-800-661-7441  
Fax. (604) 660-4400  
<http://pctia.bc.ca>  
[info@pctia.bc.ca](mailto:info@pctia.bc.ca)

### Important Information

Before you begin studies at a registered institution you must sign a student enrolment contract. The institution is required to provide you with a signed copy of your enrolment contract and to maintain a copy in your student file. Under the Personal Information Protection Act, you are entitled to access your student file. Further information about storage and access to your student file is contained in the institution's Privacy Policy.

Before you sign an enrolment contract, there is important information you need to know:

### Required Information

The institution must provide you with written copies of its: Dispute Resolution / Grade Appeal Policy, Dismissal Policy, Admissions Policy, Privacy Policy, Attendance Policy, and Tuition Refund Policy, plus a copy of the Program Outline for the program you are taking. Ensure you have understood this information before you sign an enrolment contract.

Your enrolment contract must include the institution's tuition and fee refund policy which sets out the amount of tuition that will be retained in the event you withdraw or are dismissed from the program. The institution's tuition and fee refund policy must comply with the minimum requirements established by PCTIA's Bylaws, as set out below:

### Refunds in Cases of Withdrawal or Dismissal

#### Refund Policy

all institutions must have a refund policy which is described, in full, on the student enrolment contract. The minimum policies acceptable to the Agency appear below. Institutions are free to adopt a policy that is more generous to the student.

#### Written Notice

A written notice of withdrawal or dismissal must be provided:

By a student to the institution when the student withdraws, or

By the institution to the student where the institution dismisses a student.

#### Refund Entitlement

Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution 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.

#### Refund policy for students:

Refunds before the program of study begins:

If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00.

Subject to subsection 24.11) a) i), if written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.

Subject to subsection 24.11) a) i), if written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00.

Refunds after the program of study starts:

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

If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.

If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

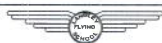
Your student enrolment contract must include a copy of the B.C. Private Career Training Institutions Agency Statement (Appendix "A") and an Authorization for Indirect Collection of Personal Information (Appendix "B".)

Prohibitions:

The institution is prohibited from guaranteeing a student or prospective student employment, income, or eligibility for a work permit;

Program admission requirements for your program of study cannot be waived;

<b>DECLARATION</b>
By signing this form, the student acknowledge having read the information under the heading "Important Information" contained herein prior to executing this enrolment contract.
Printed Name of Student _____
Signature of Student _____ Date Signed _____



## Appendix B—Authorization for Indirect Collection of Personal Information

In order to comply with its mandate of establishing quality standards and providing consumer protection, the Private Career Training Institutions Agency (PCTIA) may collect and use personal information about students enrolled in private career training institutions in accordance with section 26(c) of the Freedom of Information and Protection of Privacy Act.

I \_\_\_\_\_ (Student Name), hereby authorize Langley Flying School to provide my name, contact information, personal identification information, details about my program of study, and amount of fees and tuition paid, directly to PCTIA for the purpose of:

1. Advising me of my rights under the Private Career Training Institutions Act, Regulation or PCTIA Bylaws,
2. Administering the Student Training Completion Fund and / or
3. Establishing and monitoring PCTIA standards for career training institutions.

The personal information on this form consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure participation of the population in the post-secondary sector and for program research or evaluation.

Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other regulatory requirements. For research purposes, any information disclosed will be in a non-identifiable form.

I understand that I may withdraw my consent to the release of personal information by informing the institution in writing.

Upon completion of the program of study or other termination from the program, my academic record consisting of my transcript and diploma if issued, and this contract, will be stored for the purpose of maintaining an academic record archive in accordance with the PCTIA Bylaws.

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Signature of Student

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Date Signed

This checklist serves as a detailed index to aid the Agency in finding specified portions of the student enrolment contract. A copy of this checklist is to accompany each student enrolment contract copy sent to the Agency. The checklist should be marked to show the page numbers on which each item listed below appears in the accompanying student enrolment contract. The student enrolment contract should then be marked to correspond to the item numbers on the Checklist. The student enrolment contract must include all required items. The school's student enrolment contract may also include additional items if needed.

Student Enrolment Contract – Career Training		
Item Number	Item	Section Number
<b>INSTITUTION INFORMATION</b>		
	Legal name of the institution.	1
	Operating name of the institution.	1
	Institution contact information – main address, telephone, fax and email address of the school.	2
	Location of campus being attended (if different from main institution address – address and telephone number.)	n/a
	Institution's Agency Registration Number and disclosure as regards whether the institution is registered or accredited.	2
<b>STUDENT INFORMATION</b>		
	Name including entire legal given name (last, middle initial, first) and previous name (if applicable.)	3
	Full mailing address – including street, city, province/state, postal code, country.	3
	Telephone number.	3
	Main and secondary email address.	3
	Date of birth and gender.	3
	Postal Code of last permanent address in Canada.	3
<b>PROGRAM INFORMATION</b>		
	Type of program.	4
	Start and end dates for program.	4
	Program duration expressed both in total hours and in months (or portions thereof.)	4
	Language of instruction.	4
	Credential to be awarded upon completion (i.e. license or rating.)	4
<b>TUITION AND FEES</b>		
	Total amount of tuition due under the contract in Canadian dollars (as well as any agent's fees, discounts, scholarship amounts that went toward tuition.)	6
	Itemized list of all other fees such as administrative fees, textbooks, materials, consumables, etc. in Canadian dollars (Please ensure that costs associated with the aircraft and simulator usage are reflected on a separate Aircraft and Simulator Rental/Utilization Contract. They must not be shown on the PCTIA student contract.)	6
	Terms and conditions of payment (e.g. method of payment, charges for late or insufficient payment, fee deferrals, student loans, etc)	6
<b>FEES – REGISTRATION/APPLICATION FEE and ADMISSIONS TESTING/ASSESSMENT FEE</b>		
	If applicable, a non-refundable registration fee/application fee.	6
	If applicable, an Admissions Testing and Assessment Fee.	6
<b>POLICIES, SIGNATURES AND APPENDICES</b>		
	Tuition and Fees Refund Policy described in full (this is included in the Appendix A.)	7
	Student statement confirming that the student has read, understood and agreed to the terms and conditions of the contract.	7
	Signature of the student (or parents/legal guardian if the student is under 19.)	Page 7
	Signature of authorized institution representative.	Page 7
	Copy of the Agency Statement attached to contract as Appendix "A".	Page 8
	Copy of Authorization for Indirect Collection of Personal Information attached to the contract as Appendix "B".	Page 10

## Aircraft and Simulator Rental/Utilization Contract

1. The utilization of Aircraft and Simulator equipment is based on rates posted on the notice board at Langley Flying School.
2. Because of fluctuating fuel costs, the utilization rates of aircraft subject to change without notice; the estimated utilization costs below are those published at the time of this contract.
3. The utilization costs are based on minimum training times specified by Transport Canada; in the case multi-engine training the cost on base on estimate of minimum trainings times.
4. The utilization costs are based, in the case of single engine aircraft, the rate for the Piper Cherokee. The utilization rate for Instrument Rating is based on a Group 1 (Multi-engine) Rating, and assumes the completion of Commercial Pilot instrument requirement training (20 hours of instrument flying).
5. The utilization costs of Commercial Pilot time-building assumes 20 PIC hours experience at the start of commercial training; an additional 30 hours PIC is therefore required for the solo practice, leaving another 50 hours required to meet the minimum 100 hours PIC experience requirement. See Langley Flying School's "Time Building" page published on the website.
6. Utilization charges are bases on Hobbs times and/or engine start and engine shut-down times.
7. Students in violation of the Canadian Aviation Regulations, or Langley Flying School's Flight Rules and Safety Precautions are responsible for all damages and injury that result from such violation.

**Commercial Pilot Licence:**

Item	Hourly Rate	Cost
55 hours aircraft training		
10 hour simulator flying		
30 hours aircraft time building		
Total		

**Group 1 (Multi-engine) Instrument Rating:**

Item	Hourly Rate	Cost
10 hours aircraft training		
10 hour simulator flying		
1 hour aircraft for flight test		
Total		

**Multi-engine Class Rating:**

Item	Hourly Rate	Cost
7 hours aircraft training		
1 hour aircraft for flight test		
Total		

**Instructor Rating:**

Item	Hourly Rate	Cost
31 hours aircraft training		
1 hour aircraft for flight test		
Total		

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Langley Flying School

\_\_\_\_\_  
Date Signed

