



Super T Aviation Academy

Student Handbook

School Policies, Procedures and Regulations

Revised January 2024



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INTRODUCTION

We are located at the Medicine Hat Municipal Airport, in the City of Medicine Hat, Alberta. With a relatively light traffic volume and a Flight Service Station on site, the airport is ideal for training. We offer comprehensive courses for all licenses and permits, from the recreational pilot permit to multi-engine IFR and Integrated Airline Transportation Pilot Course.

Super T Aviation, previously part of Bar XH Air, has over 100 years and 50,000 hours of combined experience in flight training, charter, commuter, medevac and airline operations. We are the only Flight Training Unit and Light Charter Operation in the Medicine Hat area. We are committed to safety, with high standards and a reputation for training excellence. Super T Aviation is licensed under the Alberta Private Vocational Training Act and is compliant with the Act. Our environment promotes an atmosphere of respect, dignity, equality and fairness to all. Super T Aviation is dedicated to ensuring all students, customers and staff are free from harassment and discrimination.

Super T Aviation holds a Flight Training Unit Operator Certificate from Transport Canada and as such complies with Transport Canada Aviation Regulations. (CARs)

This handbook offers information for new and prospective pilots' about the basics of obtaining a pilot license and the policies of Super T Aviation.

If you require additional information please ask a staff member or check our website: www.supertaviation.ca.

Where we are:

Mailing Address: #11-1 Airport Drive SW Medicine Hat, Alberta T1S6G4

Physical Address: 24 Les Little Way SW,
Medicine Hat, Alberta, T1A5G4

Hours of Operations:

We are open 7 days per week; 8:00am to 5:00pm, weather permitting, for flight training.

We are closed all statutory holidays

Contact Us:

Phone: 403-548-6636 Toll Free: 1-888-541-6636

OUR CITY



LOCATION

Medicine Hat is a community of 61,180 (2012 City Census) residents located in the southeast corner of Alberta, and is an excellent destination for all ages at any time of the year. The City of Medicine Hat strives to achieve its vision to be a "Community of Choice"; a place where people choose to live, work and play. Medicine Hat experiences the lowest combined tax rate in Canada, the lowest utility rates in Alberta and an enviable climate.

Medicine Hat is located in southeastern Alberta approximately 293 kilometers (182 miles) southeast of Calgary and 146 kilometers (91 miles) north of the United States border. Medicine Hat is located on the Trans-Canada Highway, Highway 3, and the Canadian Pacific Railway mainline. It is approximately 50 kilometers (31 miles) east of Canadian Forces Base Suffield.



CLIMATE

As Canada's sunniest city with more than 2,500 hours of sunshine a year, Medicine Hat has the longest growing season in Alberta (120+ days per year). Summer temperatures average 20C (68F) and winter temperatures are easy to take. Chinook winds can raise temperatures by as much 34C (93F) in one day. January temperatures average -13C (9F).

Additional information for Medicine Hat and Area can be found here, [Experience Canada's Sunniest City | Tourism Medicine Hat](#)
[About Medicine Hat - City of Medicine Hat](#)
[Medicine Hat | Canada's Alberta \(travelalberta.com\)](#)

ADDITIONAL INFORMATION FOR STUDENTS

Services

We will do our best to support students in all areas, as required, during their adjustment to living in Canada.

We will offer our assistance, as requested by the student, with healthcare options and walk in clinic locations, finding suitable and affordable accommodations, counselling services, religious services or other requests for help made by the student. We will direct questions regarding immigration services to our local RCIC representative who will provide advice to students and staff with respect to CIC regulations.

[Community Wellness Resources LOCAL PRINT \(medicinehat.ca\)](#)

Our Facility

Our hangar is located at the Medicine Hat Airport. Our building includes office space for our staff as well as a classroom equipped with computers and smart boards as well as briefing areas for instructors and students. On site amenities includes washroom facilities, outdoor seating areas, parking areas.

Our Onsite Student Accommodations

Our facility includes modest accommodations with laundry and a fully equipped kitchen as well as lounge area and dining area. Laundry is also located in the building for shared use. Students must supply their own laundry supplies. Each room is for single occupancy only and includes private bathroom facilities (toilet, sink, and shower), a double bed, desk, chair, lamp, mini fridge and coffee maker. Rooms are furnished with linens and towels provided. Students can bring their own bedding and towels if they wish.

Accommodation is available on a first come, first served basis. Accommodations include WIFI, and parking. Students should budget \$600 + tax per month for onsite accommodation. Rent is due the 1st day of the month. Other accommodation options in Medicine Hat are available. Students can check with Kijiji, Facebook sites and property rental companies as well.



Our Fleet

Our current fleet of aircraft for student training includes:

Cessna 172

Cessna 210

Bellanca Decathlon

Beech Baron

King Air 200

2 - ALSim Flight Training Devices

ADHERANCE TO POLICY

Super T Aviation is committed to complying with policies set out by the Alberta Designation Registry, Private Vocational Training Institution, Transport Canada and others as required for the operation of our flight training school.



ADMISSIONS

General Information

Super T Aviation welcomes applications from domestic and International students who have completed a minimum of a high school education or equivalent.

Student Applications

Students must apply through our website [Apply Now - Super T Aviation](#)

Student applications must include the following:

1. Application for enrollment;
2. High School academic transcript;
3. Proof of medical fitness;
4. Proof of medical insurance;
5. Passport to allow trans-border travel;

English Language Proficiency

The language of instruction and communication at Super T Aviation Academy is English. Regardless of the country of origin or citizenship status, if your first language is not English you must demonstrate proficiency in the English language before you will be admitted for Flight Training.

English language proficiency can be demonstrated by any of the following:

1. Successful completion of an Alberta Education English Language Arts course (or Canadian equivalent) that meets the academic requirements of the Flight School
2. A TOEFL (Test of English as a Foreign Language) score of 550 on the paper based test, a score of 213 on the computer based test, or a score of at least 79 on the TOEFL iBT
3. An IELTS (International Language Testing System) overall band score of 6.0 with no band score less than 5.5
4. Completion of an Accredited Diploma or Degree at a Canadian post-secondary institution where English is the primary language of instruction
5. An Canadian Language Benchmark (CLB) with a minimum of 7 in each strand

Note: Student ESL scores will be kept on file as part of the permanent student record. Scores may be released to the Ministry, upon request, as part of any program review.

Admissions Policy

The Student Selection Process is designed to assess student motivation, ability to finance the flight training, and aptitude. Selection will be conducted through interviews and computer-based tests.



Interview

Students will undergo an interview to determine level of motivation, ability to communicate in English, financial ability to undertake the course within the time limits, and general suitability.

The interview will be undertaken by the CFI and/or delegate(s).

Pilot Assessment

Students may be asked to undertake the EPST COMPASS test or ADAPT test (cognitive reasoning, math, physics, English) and/or the Pilot Personality Test.

Course Specific Prerequisites

All students must meet the admission requirements for their intended course of training. These criteria are outlined in the paragraphs below.

Private Pilot License

- a) Minimum 14 years of age;
- b) Valid Transport Canada Category 3 Aviation Medical Certificate

Commercial Pilot License

- a) Students must be a minimum age of 18 to hold a Transport Canada CPL)
- b) Valid Private Pilot License
- c) Valid Transport Canada Category 1 Aviation Medical Certificate

Night Rating

- a) Minimum age of 17
- b) Completed Private Pilot License
- c) Valid Transport Canada Category 3 Aviation Medical Certificate

Multi Engine Rating

- a) Minimum age of 17
- b) Completed Private Pilot License
- c) Valid Transport Canada Category 3 Aviation Medical Certificate

Multi Engine Instrument Flight Rating

- a) Minimum age of 17
- b) Completed Private Pilot License
- c) Valid Transport Canada Category 3 Aviation Medical Certificate



Flight Instructor Rating

- a) Minimum age of 18
- b) Valid Transport Canada CPL (or successful completion of the CPL written exam and CPL flight test)
- c) Valid Transport Canada Category 1 Aviation Medical Certificate.

Integrated Airline Transportation Pilot License – IATPL

- a) Minimum age of 18
- b) Valid Transport Canada Category 1 Aviation Medical Certificate
- c) Have a High School Diploma or equivalent
- d) Working knowledge of English (may be required to complete assessment)
- e) Pass a selection process designed to assess student motivation, ability to finance the course and aptitude.

Admissions Acceptance

Upon acceptance to Super T Aviation Academy, students will be notified in writing by way of a letter of acceptance from the flight school. To accept your offer of admission you must pay to Super T Aviation Academy a \$100.00CAD non-refundable deposit prior to the deposit deadline on your letter of acceptance. Failure to pay the deposit will remove you from the course and require you to reapply.

All students, regardless of the program they are applying for, may be required to complete testing, interview(s) and proof of required prerequisites before admission is offered to their desired program.

Admissions Refusal

Super T Aviation Academy reserves the right to reject any application for admission on the basis of medical reasons and/or any other grounds, even if other entrance requirements have been met.

Orientation

Student orientation will be available for students upon arrival prior to the first class or lesson. Students will be given a tour of our facility and be made aware of the rules and policies of our school and municipal airport.

Academic Supports

Students who have personal or other difficulties that may prevent them from training effectively are encouraged to seek help. Students will be advised during Orientation that the door is open to the CFI, Supervisory Instructors and their own Principal Instructor should they wish to ask for assistance. Staff are also encouraged to keep a watchful eye and advise the CFI or senior instructing staff should they become aware that a student appears to be in need of extra help of any kind.



REGULATIONS AND POLICIES

Course Outline

Students will be given a course outline at the beginning of each course. Students are expected to attend all scheduled classes and flight training sessions. Failure to do so may be reflected in the students' grade impacting acceptable progress.

Academic Grading System

Grade	Value	Point Description
A+	4.0	Outstanding
A	4.0	Excellent. Superior performance, showing comprehensive understanding of subject matter.
A-	3.7	
B+	3.3	
B	3.0	Good. Clearly above average performance with knowledge of subject matter generally complete.
B-	2.7	
C+	2.3	
C	2.0	Satisfactory. Basic understanding of subject matter.
C-	1.7	Minimum grade required to proceed to the next level of the same subject matter.
D+	1.3	
D	1.0	Minimal pass. Marginal performance. Generally insufficient preparation for subsequent course in the same subject.
F	0.0	Fail. Unsatisfactory performance. Failure to meet course requirements.

Probation and Dismissal

You will be placed on academic probation if your grade point average is less than 1.7 at the end of the semester. You will be notified in writing and will be encouraged to meet with the flight instructors to arrange for assistance with improving your grade. If after an additional semester, your grade point average is still less than 1.7 you will be dismissed from the program for one year.

If you wish to return to the program after one year you must reapply for admission. Super T Aviation reserves the right to deny any readmission or may place conditions on readmission to the program.



Fraudulent Transcripts

You will be dismissed if it is discovered that your admission was obtained due to fraudulent transcripts.

Fraudulent ESL Scores

If you are caught submitting fraudulent scores you will be dismissed and the testing agency will be notified.

Academic Dishonesty

You will be dismissed for an occurrence of academic dishonesty.

Failure of a Flight Test

Failure to obtain the minimum pass mark or the failure of any flight test item constitutes failure of the flight test. The failure of any ground item requires a complete retest and precludes the air portion of the flight test. Ground items are not eligible for a partial flight test. The failure of one or two items will require a partial flight test on those items, and the failure of a third air item will require a complete retest.

Following the failure of a flight that qualifies for a partial retest, the student will obtain a copy of the flight test report to meet the requirements for admission to a partial flight test.

Appeal Process

If you are not satisfied with the outcome of course material testing or progress reports from the flight training department you must contact your instructor for clarification. If you are not satisfied with the clarification provided, or have been unable to meet successfully with the instructor, you may contact the Chief Flight Instructor.

If you are not satisfied with the outcome of a flight test, you may file a written complaint regarding the conduct of a flight test or the performance of an examiner with the Transport Canada Regional Office responsible for that officer. In order to succeed with a complaint, the student will have to satisfy Transport Canada that the test was not properly conducted. Mere dissatisfaction with the flight test result is not enough. After due consideration of the individual case, the Flight Superintendent-Flight Training may authorize a retest to be conducted without prejudice.



REGISTRATION AND RECORDS

Student Records

In general, your file, record and test results are maintained for internal use. They are confidential and can only be accessed by individuals and organizations external to Super T Aviation Academy under special circumstances.

With the exception of specific public information (that is name, confirmation of attendance at Super T Aviation Academy, confirmation of Graduation) information is not released to third parties. Personal information may be released with your written permission or in the case of an emergency.

Relevant information may be released to appropriate government agencies upon request.

Copies of registration, change of registration, or withdrawal forms of international students may be forwarded to the local Canadian Immigration Office.

Student Disputes

Concerns regarding training need to be addressed with the Flight Instructor. If the student cannot resolve the issue with the flight instructor then the Chief Flight Instructor will be brought in to help with resolution. Should additional help be required the Operations Manager and/or other departments will be brought in as required to resolve the issue.

Personal Information Protection (PIPA)

Super T Aviation Academy is compliant with the Personal Information Protection Act (PIPA). Our policy is listed below.

Super T Aviation Academy is committed to safeguarding the personal information entrusted to us by our students and customers. This privacy statement outlines the practices we follow in protecting personal information.

This privacy statement applies to Super T Aviation Academy and to any person providing services on our behalf. A copy of this privacy statement is provided to any client on request.



What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our students and customers, including personal information needed to:

- Deliver requested products and services
- Enroll a student in a program
- Provide information to government agencies and other applicable authorities as required

We normally collect client information directly from our clients. We may collect your information from other persons with your consent or as authorized by law.

We inform our students and customers, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a student or customer volunteers information for an obvious purpose (for example, producing a credit card to pay a fee when the information will be used only to process the payment).

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases we may ask for a written request for correction. We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by Super T Aviation Academy, or about a request for access to your own personal information, please contact Sheri Little, School Representative, or Terri Super, Chief Flight Instructor.



TUITION AND FEES

Application Fees

For any license program a \$99.00 application fee will be required to submit your application via the website. Payment for submission of the application can be done via the website.

Upon acceptance to Super T Aviation Academy, students will be notified in writing by way of a letter of acceptance from the flight school. To accept your offer of admission you must pay to Super T Aviation Academy a non-refundable deposit prior to the deposit deadline on your letter of acceptance. Failure to pay the deposit will remove you from the course and require you to reapply.

International Student Non-Refundable Deposit

International students will be charged a \$500.00 non-refundable administration fee. (See above)

Tuition Fees

Tuition fees are found on our website. Please consult our website, [Licenses & Ratings - Super T Aviation](#), for current fees. Flight training is pay-as-you-go. All lessons are paid for after the lesson has ended. Ground school tuition is due on or before the first day of class. All costs for flight training are based on a realistic estimate for the cost of training rather than just the minimum hours required by Transport Canada. Individual student costs will vary based on the individual student ability and aptitude for flight training. All flight training costs are updated as required online, prices are subject to change without notice. GST will be added to flight training costs.

Withdrawals/Terminations

Written notice must be provided to Super T Aviation Academy to withdraw from the program. The withdrawal date will be considered as the date that appears on the notice. Super T Aviation Academy may terminate a student from the program by providing written notice to the student. The termination date will be considered as the date appearing on the notice.

Refunds

Refund of registration fee - before training begins

1. If a student terminates a student contract before the flight training begins, Super T Aviation is entitled to any registration fee paid by or on behalf of the student.
2. Super T Aviation must refund any registration fee that has been paid by or on behalf of the student if
 - a. Super T Aviation terminates a student contract before the flight training begins, or
 - b. The flight training does not begin on the commencement date set out in the student contract.



Refund of tuition - after training begins

1. If a student contract is terminated after the flight training begins, Super T Aviation is entitled to the following amounts of tuition:
 - a. when 10% or less of the flight training has been provided, 25% of the tuition;
 - b. when more than 10% but 50% or less of the flight training has been provided, 60% of the tuition;
 - c. when more than 50% of the flight training has been provided, 100% of the tuition.
2. If Super T Aviation has received a tuition fee in excess of the amount entitled to, according to our current fee schedule, Super T Aviation must refund the excess amount.

Abandoning provision of vocational training

If Super T Aviation abandons the provision of flight training under its license and stops providing the flight training before it is complete and there are student contracts for the flight training that have not been terminated, Super T Aviation must refund all tuition that has been paid in respect of the flight training.

Super T Aviation is not considered to have abandoned the provision of flight training if it is providing a means to enable a student to complete the flight training without any disadvantage.

A refund of tuition will not be required in respect of a student whose student contract is terminated by the student before Super T Aviation abandons the provision of flight training, or by Super T Aviation before Super T Aviation abandons the provision of flight training where the termination was made because the student was expelled for non-payment of fees.

Payment of refunds

1. A refund of a student's tuition must be paid
 - a. to the student, or
 - b. in the case of a student who has an outstanding student loan in respect of the flight training for which the refund is being provided, to the lender that made the student loan.
2. If Super T Aviation receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.
3. If Super T Aviation is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:
 - a. 30 days from the day the student contract is terminated;
 - b. The time period specified in an order Chief Flight Instructor or Business Manager.



HEALTH CARE

International Students – Alberta Health Care

If you are a student from outside Canada, you may be eligible for AHCIP coverage. [Health care coverage for temporary residents | Alberta.ca](#) Students under 18 years of age must be added to the AHCIP account of a custodian.

Students who have a 12 month Study Permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage.

Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.

If the application is received within 3 months of entry into Alberta, coverage is effective on the date of either entry into Alberta or the date signed on the Study Permit, whichever is later.

Canada entry documents are required to apply for AHCIP coverage

Alberta Health requires applicants to include one of the following documents from Citizenship and Immigration Canada (CIC) with your application for Alberta Health Care Insurance Plan (AHCIP) coverage:

Confirmation of permanent residence Permanent resident card

Active work* (minimum 6 months), study* or visitor* permit for Alberta or a designation as a Convention Refugee with accompanying documentation.

*Not all Alberta permits qualify the permit holder for health care insurance coverage in Alberta.

NOTE: All applicants must intend to reside in Alberta for 12 consecutive months.

You may wish to purchase Visitor to Canada Insurance, which is available from private insurance companies, if you are physically present in Canada but not eligible for AHCIP coverage.

Expiry Dates on your Personal Health Card

If you are a temporary resident from outside Canada, you will see an expiry date printed on your Alberta Personal Health Card. It will be the same date as the 'valid until' date noted on your Canada entry document.



Health Link Alberta

Health Link Alberta provides health advice and information through a toll-free phone number to all Albertans. Access is 24 hour, 7 day a week and support is provided by experienced registered nurses and other health-care professionals.

Contact Health Link Alberta

Anyone in Alberta with a health question or concern can call: Toll-free:

1-866-408-5465 (LINK)

Edmonton: 780-408-5465 (LINK)

Calgary: 403-943-5465 (LINK)

To view online health information visit MyHealth.Alberta.ca.

The goal of Health Link Alberta is to support Albertans in managing their own health. The result is a more knowledgeable public, fewer hospital visits and healthier communities.

By having a single, coordinated service across the province, Alberta Health Services is able to provide consistent information to the public.

Why should I call Health Link Alberta?

Health Advice and Information

Whether you're calling for yourself or a loved one, Registered Nurses at Health Link Alberta will assess your symptoms and determine the most appropriate care. That option might be advice for self-care at home, an appointment with your family physician or a visit to the nearest urgent care or emergency department. Looking for information on diabetes or healthy eating? Health Link Alberta is also an excellent resource to get you the health information you need.