



ST Aerospace Academy

CADET HANDBOOK

600, West Camp Road,
Singapore 797654

AMENDMENT HISTORY

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			Policy
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WELCOME MESSAGE

Dear Cadet,

On behalf of the management and Staff of ST Aerospace Academy (STAA), I would like to extend a warm welcome to you.

STAA is committed to high standards in the provision of pilot training and Cadet support services. We strive to maintain a conducive, congenial atmosphere for you to study in and to achieve the best possible learning outcomes.

STAA assures that you will receive the opportunity to maximise your personal potential in your studies. Every endeavour will be made by our Staff to meet your individual needs.

In this handbook, you will find information about STAA, Cadet-related policies and procedures, course requirements and other useful information. Do keep it handy even after the orientation briefing, as you may need to refer to it during your course of study.

We sincerely hope that your learning experience at STAA will be a fruitful and memorable one. I wish you every success in your pilot training.

Best regards,
Kevin Khoo
President, STAA

INTRODUCTION

ST Aerospace Academy (STAA) welcomes all Cadets joining courses at STAA Singapore located at Seletar Aerospace Park.

Please read this handbook carefully as the information provided will help to make your time here as enjoyable and rewarding as possible. Your training course requires many hours of study and hard work. At the end you will be entering a rewarding career. We, at STAA, hope that you will enjoy your time here and look forward to working closely with you on your training programme.

If you have any concerns or questions regarding the information contained within this booklet, please contact Saleha Shafie at email: saleha@staa.com.sg (+65 6248 3567) or Gabriel Lim at email: gslim@staa.com.sg (+65 6248 3587).

BACKGROUND

Established in 2007, STAA is the first non-airline affiliated flight training organisation headquartered in Singapore to offer pilot training services to commercial airlines and aspiring individuals. It operates out of Seletar Airport in Singapore, Ballarat Airport in Melbourne, Australia and South Texas Regional Airport in Hondo, Texas, USA, and is a company of ST Aerospace – one of the world's leading aircraft maintenance, repair and overhaul service providers.

1. OUR VISION, MISSION, CORE VALUES & CULTURE STATEMENT

1.1 Vision

To be a leading Flight Training Organisation, in scale and quality, providing airline-oriented training solutions.

1.2 Mission

To train safe, professional, competent and efficient pilots, through utilising state-of-the-art technology and methodology.

1.3 Core Values

→ Integrity

We believe the foundation of our business success rests on unyielding honesty, trustworthiness and responsibility for our actions, striving to do the right thing and to fulfill our promises to one another, our customers, partners and stakeholders.

→ Value Creation

We are determined to add value in all that we do - in the best way possible and to the best of our ability. We work together to grow our people, markets and businesses around the world, to consistently create solutions that win in the marketplace and meet, or even exceed, our customers' expectations.

→ Courage

We empower ourselves as an organisation, as teams and as individuals through small and large acts of courage in our everyday work and at more challenging moments of uncertainty, without fear of failure or the desire to stick with the status quo. Courage enables us to face the plain realities of our situation (favourable and unfavourable), to address concerns over change, to promote out-of-box thinking and to explore and commit to bold new possibilities for our business.

→ **Commitment**

We are determined and energised to achieve our shared vision, mission and strategic objectives together. This dedication to a common purpose stands behind our commitments to customers, partners, other stakeholders and one another, driving us to excellence in our results and in how we achieve them.

→ **Compassion**

Along with our passion to succeed and prosper as individuals, as teams and as a business, we also reach out to express our genuine care and responsibility for one another, our communities and the broader world community. We rally around those in difficulty to understand their troubles and actively help them with our time, energy and money.

1.4 Culture Statement

- We serve with passion
- We value our people.
- We encourage open communication.
- We endeavour to maintain a conducive work environment.
- We strive to progress in the best interest of our customers, organisation and Staff.

2. SERVICE GUARANTEE

As stipulated in our mission statement, STAA is committed to providing quality pilot training and education to all our customers and Cadets. With such a mission in mind, our Cadets can be assured of the following:

2.1 Application & Enrolment

STAA ensures that all prospective Cadets are provided with accurate and relevant information that will help them to make informed decisions.

Our course administrators have been briefed to offer informative pre-course counselling to Cadets. Every aspect of a Cadet's journey, from admission to graduation will be explained during the initial consultation.

Cadets will be provided with accurate information on the fees payable for each course, the Fee Protection Scheme, Cadet contract, the refund process and transfer/ withdrawal policies of STAA. Our Admission Executives have been tasked to explain the Cadet Contract to prospective Cadets before they enter into contract with STAA.

2.2 Course Delivery

STAA adopts sound management practices and policies that aim to achieve and maintain the highest professional standards in teaching and learning.

To ensure high quality in every academic and training aspect, all courses offered by STAA are registered with the relevant national aviation authority and the Council of Private Education (CPE), and the delivery of course curriculum (pedagogy) is reviewed periodically where appropriate.

Our instructors are highly qualified instructors registered with the relevant national aviation authority and CPE. To ensure consistency and adherence to course curriculum, STAA appraises their teaching performance on a regular basis.

STAA regards Cadets as its most valued customers. As such, we pledge that all decisions made by STAA will safeguard the interests and welfare of our Cadets.

We believe in the importance of a structured feedback system. We welcome our Cadets' feedback on any aspect of STAA.

Should there be any grievances on a Cadet's part, STAA strives to reach an amicable resolution.

3. CONFIDENTIALITY POLICY

STAA is committed to maintaining the confidentiality of the Cadet's personal information and undertakes not to divulge any of the Cadet's personal information to any third party without the prior written consent of the Cadet.

STAA will grant access to Confidential Cadet Information to authorized Staff or other external agencies only if there is an urgent need to know, based on what is reasonable in the opinion of the STAA's administrative office, an official and educational interest. "Confidential Cadet Information" means confidential personally identifiable Cadet information received from the Cadet or arising out of the Cadet's course of training in STAA, and it excludes information that:

- i. Is publicly known or available from other sources who are not under a confidentiality obligation to the source of the information, or subsequently becomes public by publication or otherwise through no action or fault of our educational institution;
- ii. Has been lawfully received from a third party without a breach of this state of privacy;
- iii. Is already known by or available to STAA without a confidentiality obligation;
- iv. Is disclosed with prior written or verbal approval of the Cadet; or
- v. Is required to be disclosed under the law or pursuant to a lawful court order.

For avoidance of doubt, the following shall be deemed to meet the requirement for disclosure:

- i. A request for information from the relevant national aviation authority; or
- ii. Sharing of data with Government agencies or statutory bodies or non-government agencies authorised to carry out specific Government services, so as to serve and protect the Cadet in an efficient and effective way; or
- iii. Publication or release of information that is customary by Educational and Aviation Institutions, including but not limited to awards of prizes, medals, scholarships, classes of honours and other marks of distinction and Cadets or graduation status.

Access to Confidential Cadet Information for purposes other than those based on an official and educational interest may also be granted at the discretion of STAA, provided that a Cadet has provided his or her consent for such disclosure.

All Cadets' particulars are treated with confidence and kept in locked cabinets kept where only authorised personnel have access to the information.

All personnel of STAA are required to understand and abide by this Clause:

“STAA is committed to maintaining the confidentiality of the Cadet’s personal information and undertakes not to divulge any of the Cadet’s personal information to any third party without the prior written consent of the Cadet.”

For samples of policies communicated to Cadets on Confidentiality and Security, please see the Cadet Enrolment Form, Cadet Contract and the Cadet Update Particulars Form.

4. CHANGE OF PERSONAL INFORMATION

By law you are required to notify ICA and us of any change in one of the followings:

- Your current address
- Your contact number
- Your name
- Your date of birth
- Your country of birth or nationality

5. TRAINING RECORDS

Your flight and simulator training sessions are recorded with performance evaluation. Your theory classroom attendance and performance are also recorded. Upon request, the training record is available for inspection under an instructor's supervision.

Should you wish to undertake further training in your own country and your local flying training organisation requests the training record in writing, STAA will arrange for a copy of the record to be sent to the training organisation as soon as practical.

6. CADET PROTECTION

6.1 Cadet Orientation Programme

Orientation is conducted for all new Cadets prior to course commencement. It is essential for Cadets to attend this session to understand the STAA's training system and familiarise themselves with available facilities.

At Orientation, all questions regarding course structure as well as other training and administrative matters will be answered collectively. There will be time allotted for individual consultation if required. The Head of Training, Chief Ground Instructor, and Admission Executive will be available to answer any questions regarding courses and other Cadet-related matters.

6.2 Fees Payable

The training fee shall be due and payable in accordance with the payment milestones as stipulated in your Cadet Contract.

Please make cheque payable to **ST AEROSPACE ACADEMY PTE LTD.** Please write your name and contract number on the reverse side of the cheque.

6.3 Fee Protection Scheme (FPS)

STAA adopts the insurance scheme under the Singapore's Committee for Private Education (CPE) Fee Protection Scheme (FPS) to provide full protection for all fees paid by its Cadets. Under the insurance scheme, STAA purchases insurance protection from a CPE-appointed insurance company for every one of its Cadets to protect his/her fees.

STAA has processes in place to ensure that all prospective Cadets are duly informed about FPS and how FPS serves to protect the fees they pay to STAA.

For more information, please visit the CPE website at: <http://www.cpe.gov.sg> or contact the CPE Student Services at 6592 2108.

6.4 Medical Insurance

STAA purchases medical insurance on behalf of all its Cadets to cover them for hospitalisation and related medical treatment throughout their course.

Medical insurance will not be applicable to Cadets taking courses which duration is less than 50 hours in total or less than 1 month in duration.

6.5 Group Personal Accident Insurance

STAA provides each Cadet with Group Personal Accident insurance during the course of training.

6.6 Cadet Contract

All local and international Cadets will receive a Conditional Letter of Offer. Upon Cadet's confirmation of enrolment, the Cadet will notify the academy to enter into a Cadet Contract. A Cadet Contract must be signed by the authorised signatory of STAA and the Cadet.

The Cadet is advised not to make payment before signing the Cadet Contract. Two original copies of the contract are to be signed and no amendments are allowed after signing unless both the STAA signatory and the Cadet sign beside the amendments.

The Cadet Contract contains key information on course information and fees, refund policy and the Medical Insurance Scheme. Cadets should only sign when they are clear and satisfied with the contract.

6.7 Refund Policy

STAA has in place refund procedures that align with its refund policy. The refund policy and procedures are clearly communicated to Cadets via various channels:

- Website
- Cadet Contract
- Cadet Handbook

During the pre-course counselling stage, prospective Cadets are briefed about the refund policy and procedures by the Marketing Executive. The Marketing Executive will also address any queries that the prospective Cadets may have.

When submitting the Application Form for enrolment into STAA, the Cadet pays an application fee comprising an administrative fee and fees for the selection test. This amount is non-refundable and Cadets are duly informed prior to payment. It is also made known to the Cadets that the selection test comprises of common assessment tools used in the industry to gauge the suitability of a candidate for a flying career.

Upon acceptance into STAA, the Cadet will sign the Cadet Contract which states clearly the conditions of premature contract termination as well as the fees that may or may not be refunded under such conditions.

Cadets applying to defer their studies to a subsequent course intake will not be entitled to any fee refund. Any excess fee payment will be treated as an advance fee payment for the course that is to start at a later date. Course deferment is applicable for a defined period. In the event that the Cadet does not resume his/her training after the deferment period, the paid fees will not be refunded.

The various conditions under which either STAA or the Cadet may choose to terminate the training agreement are stated clearly in the Cadet Contract. The payment liabilities and/or any refund entitlements under each of these conditions are also stated in the Cadet Contract.

All refund requests are to be verified and confirmed by the Marketing Director prior to further processing.

Once a refund request is confirmed, the Marketing Executive will notify the Finance Department to process the refund. Refunds when entitled to, will be done within seven (7) working days of STAA receiving the Cadets written notice.

The Accountant is responsible to ensure all supporting documents are submitted, and that the Cadet is entitled to a refund, before proceeding with any refund processing with the bank.

Refund records in hard copies shall be retained for at least five (5) years. They are easily retrievable for audit purposes.

Staff dealing with admissions, Cadet affairs and finance are conversant with STAA's refund procedures and demonstrate strict adherence.

6.8 Transfer & Withdrawal Policy

STAA has in place a fair and reasonable programme transfer/withdrawal policy. A Cadet is allowed to transfer/withdraw from his/her enrolled programme, in accordance with the refund policy.

In the event that a Cadet requests to transfer from an enrolled course to another course, STAA will assess and facilitate the transfer in a fair and transparent manner. STAA will also provide guidance to the Cadet on the implications of the transfer.

STAA will communicate the outcome to either reject or effect the transfer via a formal letter to the Cadet.

In the event that a Cadet is approved for transfer to a different course, the original Cadet Contract will be terminated and STAA will arrange for the Cadet to sign a new Cadet Contract.

The transfer/withdrawal policy is clearly communicated to all its Cadets via multiple channels:

- Website
- Cadet Contract
- Cadet Handbook

During the pre-course counselling stage, prospective Cadets are briefed about the transfer/withdrawal policy and procedures by the Marketing Executive. The Marketing Executive will also address any queries that the prospective Cadets may have.

Upon acceptance into STAA, the Cadet will sign the Cadet Contract which states clearly the conditions of premature contract termination as well as the fees that may or may not be refunded under such conditions.

The various conditions under which either STAA or the Cadet may choose to terminate the training agreement are stated clearly in the Cadet Contract. The payment liabilities and/or any refund entitlements under each of these conditions are also stated in the Cadet Contract.

If a Cadet withdraws from STAA, STAA will cancel his/her Student's Pass to enable another training institution to proceed with the application of a new Student's Pass with ICA.

STAA will also inform its FPS provider on the withdrawal status of the Cadet in order to close the insurance account.

The Student's Pass is issued by ICA and governed by strict rules. If a Cadet breaches any of the conditions of the Student's Pass, ICA may cancel the Student's Pass and the Cadet will have to withdraw from STAA.

All withdrawal requests are to be verified and confirmed by the Marketing Director prior to further processing.

Once a withdrawal request is confirmed, the Marketing Executive will notify the Finance Department to process the refund if any. Refunds, when entitled to, will be done within seven (7) working days of STAA receiving the Cadet's written notice.

The Accountant is responsible to ensure all supporting documents are submitted, and that the Cadet is entitled to a refund, before proceeding with any refund processing with the bank.

Withdrawal records are kept for at least five (5) years. They are easily retrievable for audit purposes.

Staff dealing with admissions, Cadet affairs and finance are conversant with STAA's withdrawal procedures and demonstrate strict adherence.

6.9 Refund for Withdrawal Due to Non-Delivery of Course

The PEI will notify the Cadet within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Cadet meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Cadet should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Cadet decide to withdraw, within seven (7) working days of the above notice.

For circumstance (iii), the following conditions are to be met to be entitled to a refund of the entire Course Fees and Miscellaneous Fees:

- (i) Not due to Force Majeure Event depicted in Addendum, Article 5, Clause 5.1.
- (ii) Not due to an extension of course duration as a result of additional training required at the reasonable discretion of PEI or on the Cadet's request for PEI to offer such additional training.

6.10 Refund for Withdrawal/Termination Due to other Reasons

If the Cadet withdraws from the Course for any reason other than those stated in Clause 6.10, the PEI will, within seven (7) working days of receiving the Cadet's written notice of withdrawal or PEI written notice of Termination, refund to the Cadet an amount based on the table in Schedule D.

Other reasons are categorised as "Withdrawal/Termination With Cause" and "Withdrawal/Termination Without Cause".

Withdrawal/Termination With Cause:

- Cadet transfers to another course conducted by PEI subjected to the Cadet meeting all pre-requisites and obtaining all necessary approvals for the transfer to be effective.
- A Force Majeure event set out in Addendum, Article 5, Clause 5.1 continues for a period exceeding sixty (60) days as set out in Clause 5.2.
- The Cadet's initial visa is refused by the relevant immigration authorities where training will be conducted. Documentary evidence of visa approval must be provided to PEI by the Cadet.
- The Cadet's initial Student Pilot Licence ("SPL") or relevant National Aviation Authority (NAA) security clearance, where applicable, of the Cadet is rejected by the relevant NAA.
- The Cadet becomes incapacitated for more than a cumulative period of thirty (30) days during the duration of the Training Programme. "Incapacitated" means any physical, mental or other disability rendering the Cadet incapable of performing his/her duties or continuing the Training Programme.

Withdrawal/Termination Without Cause:

- The Cadet does not present himself/herself after three (3) days from the date of commencement of the Training Programme at the location advised to the Cadet in writing where such absence is not agreed to in writing by PEI.
- The Cadet fails to make timely payment for money as specified in Schedule B and Schedule C.
- The Cadet is in material breach of a term of this Contract. Repeated breaches of a term shall be considered such a material breach.
- The Cadet has been issued with two (2) or more Letter of Warning as defined in the Addendum, Article 4, Clause 4.2.
- The Cadet breaches a condition of his/her visa
- The Cadet commits a breach as defined in Article 4, Clause 4.1.
- The Cadet has consistent poor performance in theory examinations and/or not meeting the standard level of proficiency required in flight training and is terminated by PEI after reasonable consideration.

6.11 Cooling-Off Period

STAA provides the Cadet with a cooling-off period of 7 working days after the signing of a Cadet Contract. The Cadet will be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid if the Cadet submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Cadet has started the course or not.

AIR TRANSPORT PILOT LICENCE (THEORY) COURSE

SCHEDULE D REFUND TABLE

Refundable amount of fees to be computed based on Schedules B and C	If Cadet's written notice of withdrawal or PEI termination <i>with</i> cause is received:
50% of the payable Instalment Milestone paid by the Cadet	Less than 30 calendar days after Instalment Milestone Date Due
Cadet not entitled to any refund	30 calendar days or more after Instalment Milestone Date Due AND before Instalment Milestone Date Due

% of [the amount of fees paid under Schedules B and C]	If Cadet's written notice of withdrawal or PEI termination <i>without</i> cause is received:
80%	("Maximum Refund") more than 60 days before the Course Commencement Date
40%	before, but not more than 60 days before the Course Commencement Date
20%	before, but not more than 30 days before the Course Commencement Date
0%	On or after the Course Commencement Date

All refund application or notice must be made to the addressee specified in Addendum, Article 9.

The refunds will be less any applicable bank administrative charges payable.

**COMMERCIAL PILOT LICENCE WITH INSTRUMENT RATING COURSE /
MULTI CREW PILOT LICENCE COURSE**

**SCHEDULE D
REFUND TABLE**

Refundable amount of fees to be computed based on Schedules B and C	If Cadet's written notice of withdrawal or PEI termination <i>with</i> cause is received:
Total Training Fee paid (TFP) deducting the Training Services Charges (TSC) for the portion of course taught and services consumed till the date of withdrawal/termination. Formula: (TFP - TSC)	when there is an excess of course fees paid
Total Training Services Charges (TSC) of course taught and services consumed deducting Total Training Fee (TFP) paid till the date of withdrawal/termination. Formula: (TSC - TFP)	when there is shortfall of course fees paid

% of [the amount of fees paid under Schedules B and C]	If Cadet's written notice of withdrawal or PEI termination <i>without</i> cause is received:
80%	("Maximum Refund") more than 60 days before the Course Commencement Date
40%	before, but not more than 60 days before the Course Commencement Date
20%	before, but not more than 30 days before the Course Commencement Date
0%	On or after the Course Commencement Date

All refund application or notice must be made to the addressee specified in Addendum, Article 9.

The refunds will be less any applicable bank administrative charges payable.

6.12 Dispute Resolution Policy

The system also handles Cadet feedback and complaint policy. For Cadets who are interested to provide feedback pertaining to STAA's delivery and services, they can:

- Provide a verbal feedback to the applicable Department/Staff.
- Fill up and submit the feedback form.
- Email the feedback.

For Cadets who have dissatisfaction or complaints pertaining to STAA' delivery and services, they can:

- Attempts to resolve the unhappiness or complaints at the operational level.
- If unresolved, the Cadets will be directed to approach the Chief Ground Instructor.
- If unresolved, the Cadets will be directed to approach the Head of Training.
- If unresolved, the Cadets will be directed to approach the President STAA, who will be the final escalation level.
- In the event the Cadet is not happy with the final closure, he/she is allowed to take it up with the necessary authority outside the STAA.
- On the resolution of the complaint, a copy of all relevant records will be filled with the Cadet's file.

STAA aims to resolve received feedback or complaints as soon as reasonably practicable.

- Applicable Department will acknowledge the receipt of received feedback or complaint within seven (07) working days.
- In the event that the feedback or complaint could not be resolved within a reasonable time, the applicable Department will update the Cadet on the projected timeline where issues will be resolved.

STAA has a dispute resolution policy and procedures that are communicated to the Cadets in the Cadet Contract and Cadet Handbook. The policy aim at reaching a fair and amicable outcome for any dispute.

In the event where the Cadet is still unsatisfied with the outcome from the President STAA (who is the final escalation level), the Cadet and STAA may attempt to resolve the matter through the Dispute Resolution Scheme of the Committee for Private Education part of SkillsFuture Singapore.

STAA records all feedback/complaints (including disputes) and the actions taken to resolve them.

STAA seeks feedback from its key stakeholders for continual improvement and the following activities to collect feedback from them:

- Staff Satisfaction Survey
- Cadet Satisfaction Survey
- Informal verbal feedback sessions

STAA analyses the Cadet feedback/complaints received and these serve as inputs for its review process and continual improvement.

As part of the management review process, the Management Team regularly reviews the feedback/complaints management system, using relevant data to ensure they are adequate, relevant and effective.

Reviews and/or changes made to feedback/complaint management system will be documented in meeting minutes.

7. CADET SUPPORT SERVICES

7.1 Enrolment

All prospective Cadets may approach STAA's Marketing Executive for enrolment help. The following essential services are provided:

a. Course consultation for Cadets
b. Documentation support where required with Immigration and Checkpoint Authority (ICA), foreign embassies and other local authorities.
c. Airport pickup for international Cadets.
d. Arrangement with accommodation.
e. Orientation with local transportation system.
f. Briefing on rules and regulations affecting Student Pass holders.
g. Assistance with medical checkups and travel arrangement.

7.2 Current Cadets

Current Cadets can approach Operations Support for assistance on the following:

a. Course programme information
b. Student Pass renewal & termination
c. Payment of tuition fees
d. Purchase of stationery
e. Transcript and certificate award matters
f. Cadet ID replacement
g. Grievances, transfer and withdrawal requests
h. Submission of documents for absence from class
i. Accommodation

7.3 Accommodation Assistance

Assistance in finding suitable accommodation is provided by STAA.

Cadets are welcome to approach Operations Support for information should they prefer to stay in HDB rental flats or private rental apartments. Our course consultants will refer them to reliable real estate agents to assist them in this matter.

8. CADET CONTACT OFFICER

For your general inquiries concerning the training or your day-to-day life, as well as an emergency contact, STAA will have the Operations Support as your Cadet Contact Officer. He/she can assist you in supplying information you need and/or refer you to the most appropriate external bodies, depending on the nature of your needs.

9. COURSE MATERIALS & BOOKS

Please feel free to make full use of the Academy's library resources to assist your study. Unless specifically authorized, these materials are not to be removed from the location where they are kept.

You can purchase books and references if required, however, your flight training course does include provision of essential textbooks, CAAS documents, and some navigational equipments. We recommend that you ask your instructor before you purchase anything.

10. LEGAL RIGHTS

Regardless of the rules and procedures contained within our publications and your Training Agreement, they do not remove the right to take further action in case you have a grievance.

11. GRIEVANCE PROCEDURE

A grievance can be a complaint about a situation, a process, a person or people, a facility or a service provided by STAA. A grievance is not about an academic result.

A grievance can be lodged in writing by a Cadet Request Form, letter, by email or in person. You can lodge your grievance with any member of Staff but should lodge your initial grievance to Operations Support. A written record of the grievance will be kept on file.

If you choose to access STAA's complaints and appeals processes, your enrolment will be maintained while the process is ongoing.

You will have the opportunity to formally present your case at no cost. You and the other party may be accompanied and assisted by a support person at any relevant meeting.

STAA will investigate and respond to all grievances lodged by a Cadet. The process will commence within 3 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

STAA treats all grievances in confidence and must seek your permission before discussing the grievance with relevant Staff. You will be given a written statement of the outcome, including details of the reasons for the outcome.

If the process results in a decision that supports you, STAA will immediately implement the decision or preventive action required and advises the Cadet of the outcome.

You can have a nominee in presence at any of the above process should you wish to do so.

Confidentiality

Where possible, the school will keep all information provided in the Complaint Form confidential, excepting cases where confidentiality is not possible, such as when a criminal offence has been committed, and STAA needs to conduct investigations. The Cadet will be informed by the STAA officer in charge of the grievance in such cases.

12. CADET COUNSELLING

Cadets have assistance available to them in the form of counselling, if you feel that you would like to speak to someone regarding any issue you may be experiencing, you are invited to seek support from Operations Support who will arrange a counsellor.

13. COURSE REQUIREMENTS

13.1 Attendance Policy

STAA believes in the learning potential of every Cadet who is enrolled in STAA. As such, we take attendance at all classes seriously, and require all our Cadets to adhere to the following minimum attendance required by STAA and the Immigration and Checkpoints Authority of Singapore (ICA):

- 100% attendance - for non-student pass holders
- 90% attendance - for student pass holders

The ICA requires the school to report international Cadets whose attendance falls below 90% in any one month, or has been absent from class for a continuous period of 7 school days without valid reason.

13.2. Attendance

Your training programme is carefully planned and scheduled. You are expected to attend all of the training sessions. Should your training attendance falls below 80% of the planned schedule, such an occurrence will be reported to the relevant national aviation authority and/or airlines and if applicable, your student visa may be cancelled.

If you are having trouble attending the training session:

a) Because of illness:

Consult a medical practitioner and obtain a medical certificate if you cannot attend two consecutive days or more.

b) Because of other personal circumstances:

Consult your instructor or an overseas Cadet adviser to seek assistance and advice for a special consideration.

13.3 Warning Letters / Training Suspension

STAA has the discretion to issue you with a Letter of Warning in the event that you:

- (i) Show consistent poor performance in theory examinations or/and flight training;
- (ii) Breach of safety regulations;
- (iii) Breach of aviation regulations; and
- (iv) Misconduct and poor discipline.

STAA shall reserve the rights to terminate you if you have been issued with two (2) Letters of Warning.

13.4 Leave of Absence

If a Cadet wishes to apply for leave they will need to complete a **Cadet Absence Notification Request** and return this form to the Chief Ground Instructor. Cadets are to note that leave is not approved until the Chief Ground Instructor has signed and authorised. Cadets are to allow a minimum of one week prior to taking leave to notify the Chief Ground Instructor of their planned absence.

13.5 Assessment Policy & Procedure

Training is delivered by qualified Instructors, and Cadets are required to attend each scheduled class where the Instructor will moderate the learning pace, methods and sequence appropriate to their learning needs.

13.6 Daily Attendance

All Cadets are required to attend all classes that they are scheduled for. Attendance is recorded at each session of the day.

13.7 Issuance of Certificate of Completion and Pilot Licence

Certificate of Completion and Pilot Licence will only be issued upon completion of the course and no further outstanding fee payment to be settled. These documents will be withheld if outstanding fee payment with regards to Cadet's studies is not promptly settled.

14. ASSESSMENT APPEALS

All assessments are carried out strictly against the standard set out by the relevant national aviation authority. If you are not happy with the outcome, you can appeal for a review.

Appeal Procedure:

- Notify your instructor within 7 days of receiving any result.
- The instructor and/or CFI provide a written statement of the outcome within a further 10 days.

The above applies to the appeals against assessments carried out by STAA Staff. Manual re-marking or re-assessment is not available for the relevant national aviation authority examinations.

15 CADET DISCIPLINE

15.1 Rules & Regulations

15.1.1 Personal Behaviour

Cadets are advised to use their initiative, work as team members and be honest, loyal, tactful and courteous. Cadets are expected to treat fellow Cadets and STAA Staff with respect. At STAA, we strive to achieve the following basic principles of interpersonal behaviour:

- Focus on the conflict situation, issue or behaviour, not the person
- Maintain constructive relationships with Staff and fellow Cadets
- Take the initiative to make things better
- Lead by example
- Respect the property of STAA and fellow Cadets
- Refrain from using inappropriate language

15.1.2 Drugs & Alcohol

STAA is a drug and alcohol free pilot training organisation. To ensure the integrity of STAA, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any Cadet on STAA premises is strictly forbidden at all times. Any Cadet who is involved in substance abuse breaches STAA policy and guidelines, and will be subject to severe disciplinary action. This may include suspension, dismissal or any other penalty appropriate under the circumstances.

15.1.3 Firearms and Knives

Cadets must not bring firearms, knives or any weapons into STAA premises. If any Cadet is found with these items on STAA premises, he or she will face expulsion.

15.1.4 Mobile Phones

Cadets are required to turn off all mobile phones during class. You can use your mobile phone during breaks.

15.1.5 Smoking

Cadets are not allowed to smoke in STAA premises, including at the fire exit. If you must smoke, please go to the designate smoking area.

15.1.6 Food and Drink in Classrooms

No food or drink is allowed in the classrooms and computer labs.

15.1.7 Litter

Please do not litter anywhere within the STAA premises. Use the rubbish bins provided.

15.2 Uniform

All Cadets are to present themselves in a way that upholds the high standards of the academy and promotes health and wellbeing. Cadets must at all times be present in full uniform as issued. Cadets are expected to wash and press their uniform regularly.

15.3 Leaving the Classroom During Lessons

Common courtesy requires that you inform your Instructor before leaving a class. If it is your intention not to return during that class or later lessons, you must discuss this with your Instructor and submit a request for absence.

15.4 Refreshment Breaks

There is strictly no eating or drinking in the computer rooms or classrooms during the 15-minute tea break. All classrooms and computer rooms should be kept clean and tidy at all times.

15.5 Vandalism

STAA has provided facilities and services to enable you to study conducive and to achieve good results. As such, Cadets are warned not to write on the tabletops in classrooms, and/or commit any other form of vandalism while in the premises of STAA.

Please take note that serious action will be taken with Cadets who do not observe the above rules.

15.6 Computers

Computers located in the operational areas of the Academy and designated for Staff only. They are not to be used for email, web surfing or other forms of personal uses.

Computers can be made available for Cadets' use. Please ask the Staff for details.

15.7. Discrimination & Sexual Harassment

To discriminate means to treat someone unfairly because of his or her race, culture, religion, gender, sexual preference, age, etc. It also includes sexual harassment. It is a serious matter and if proven can lead to disciplinary action against Cadets or Staff. STAA is a professional organisation and it is expected that you will treat others with consideration and respect. If you feel that you are being treated unfairly because of one of your characteristics or have been accused of harassment or discrimination, contact the Cadet Contact Officer.

'Discrimination and Sexual Harassment are prohibited by law'

15.8 Inappropriate Behaviour

Any other unbecoming behaviour that is inconsistent with that that is required of a professional pilot.

15.9 Disciplinary Actions

It is STAA's goal is to create a fair and efficient environment for all Cadets. Should any Cadet act with disregard for any of STAA's policies and procedures, STAA management may find it necessary to take the following disciplinary actions:

Stage 1: Discussion and verbal warning

This is a verbal conversation during which Cadets and STAA management will discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action or training plan with timelines. Details will be recorded and signed by all parties. Where the incident or conduct has been unacceptable and of a serious nature, the Cadet might be suspended or expelled.

Stage 2: Written warning

If no significant improvement is observed after Stage 1, the management will issue a written warning.

Stage 3: Third and final written warning

If the disciplinary review process fails, STAA management and the Cadet will meet for a final time. STAA will provide evidence that despite the course of action taken, the issue persists. The Cadet will be issued a final written warning, resulting in STAA management's right to take the necessary disciplinary action. Documentation of reason and action taken will be placed in the Cadet's personal file.

16 OTHER GENERAL INFORMATION

16.1 STAA Property

During the course of the training, Cadets may be issued with resources to aid them in their training. These resources remain the property of STAA.

These resources may take the form of:

- Resource books
- Textbooks belonging to STAA and for which the Cadet has not paid

Cadets are required to return all STAA property within the time specified by the issuing Staff member.

Failure to comply with this policy will result in a withholding of award until all STAA property is returned.

16.2. Security

Please be aware that STAA does not take responsibilities, loss or damage to your property. Valuable items should not be left in the training centre unattended.

If you witness anyone acting in a suspicious manner, report to the nearest STAA Staff as soon as possible.

16.3 Cadet Feedback

STAA collects statistical information regularly to monitor, maintain and achieve on-going continuous quality improvement in the delivery of our courses. We value and welcome constructive feedback from our Cadets concerning education and service improvements or suggestions that would improve our existing education and Cadet services.

Cadets who wish to provide the STAA management with feedback on any issues of concern or areas for improvement are encouraged to complete a Cadet Feedback Form which is available on request.

16.4 Emergency Evacuation Procedure

In case of fire, please leave calmly through the exit nearest to you. The Staff will assist you in evacuating the building. Proceed to the meeting point outside the STAA premises.

16.5 Issues of National Security

During your training at the ST Aerospace Academy and your stay in Singapore, Cadets shall not indulge or participate in any form in an internet forum or group activities that may be deemed as sensitive or threatening to parties or matters related to the National Security of Singapore or any other countries.

ACKNOWLEDGEMENT

This is to certify that I have received the Cadet Handbook from STAA, and that STAA has explained to me the terms and conditions of my training and my responsibilities as a Cadet. I have also received information on the course content and method of delivery. I am also aware of the requirements to successfully complete this course / qualification.

I understand that it is my responsibility to be familiar with the contents of my Cadet Handbook and to ask questions on any matters I do not understand.

I understand and agree to follow the STAA's policies and procedures and accept the course placement offer.

I understand that this acknowledgement of receipt of the Cadet Handbook and other information I have provided STAA will be retained by STAA in my personal file.

Cadet's Name & NRIC / FIN

Signature / Date

Course Consultant's Name

Signature / Date