



Acron Aviation Airline Academy Code of Conduct



A Positive Training Environment

Acron Aviation Airline Academy is committed to creating a harmonious training environment, which is free from discrimination, harassment and bullying and in which, every cadet and staff member is treated with respect and dignity.

We believe that all individuals are entitled to train and work in an environment which respects their personal dignity and which is free from such objectionable, inappropriate or antisocial conduct.

Antisocial behaviour pollutes the training environment and can have a devastating effect in the short and long term on the health, confidence, morale and performance of those affected by it. It can also have a damaging effect on other individuals or bystanders who are not themselves the object or target of such behaviour but are witness to it or have knowledge of the behaviour.

Our Commitment To You

We are committed to the safety and wellbeing of all cadets, staff, and visitors including the safeguarding of young people, and adults at risk. Acron Aviation will ensure provision of a safe environment beneficial to work, study and the enjoyment of a positive experience for all members of its community.

We are committed to ensuring that no individual, be they a cadet, a member of Acron Aviation' staff or a visitor to an Acron Aviation site, feels apprehensive, harassed, bullied or discriminated against as a result of inappropriate or antisocial behaviour by either a cadet or a member of Acron Aviation staff.

We will further ensure our commitment by:

- > ensuring that all staff members interact with cadets in a professional and respectful manner;
- > ensuring that our training centres are free from unlawful or unfair discrimination on the basis of the Protected Characteristics defined by the Equality Act 2010;

- > ensuring assessment, selection, training and consideration for placement decisions are made on the basis of fair and objective criteria;
- > limiting the criteria for selection and training to those requirements which are necessary for the effective performance of the training and future employment as a commercial pilot;
- > ensuring selection interviews are conducted on an objective basis and personal or home commitments will not form the basis of selection decisions
- > except where necessary and relevant;
- > ensuring all cadets have a right to equality of opportunity;
- > not inducing, encouraging or attempting to induce others to participate or act in an antisocial manner;
- > bringing to the attention of cadets their obligations under this Code of Conduct and the associated consequences of breaching this Code of Conduct; and
- > being responsive and supportive to any cadet who makes a complaint, providing full and clear advice on the procedure to be adopted, maintaining confidentiality in all cases and ensuring that anyone who raises a complaint is not subject to victimisation or retaliatory behaviour as a consequence of their complaint.

Your Commitment

As a cadet with Acron Aviation you have an individual and personal responsibility to help both create and maintain a training environment that respects the dignity of all individuals. You should be aware of the serious and genuine problems, which antisocial behaviour can cause, ensure that your, and that of any representative that you nominate to act on your behalf, behaviour is beyond question and cannot be considered in any way to be antisocial, discriminatory, harassment or bullying.

You are expected to conduct themselves in a professional manner while attending the Academy. Violations of Academy

policy; aviation regulations; local laws; or general misconduct, including wilfully damage and/or tampering with Acron Aviation equipment and aircraft, will not be tolerated and can result in you being placed on disciplinary probation, suspension, and/or dismissed from the Academy.

You are expected to project a professional manner in both attire and behavior when on campus. Professionalism is demonstrated through knowledge, ability, attitude, and appearance. A positive, courteous attitude toward your peers, flight instructors, and administration is required for daily interaction.

You should also discourage such behaviour by making it clear that you find it unacceptable and by supporting fellow cadets if they are a victim or target of antisocial behaviour.

In return for the commitments by Acron Aviation to you will commit to ensuring that you comply with the requirements of this Code of Conduct including:

- > ensuring that your interactions with our staff members remain professional and respectful at all times
- > not displaying behaviours that could be considered as discriminatory, harassing or bullying towards fellow cadets, staff members, suppliers or members of the public with whom you come into contact during the course of your training;
- > not inducing or attempting to induce others to engaging in antisocial behaviour; and
- > reporting any incidents of antisocial behaviour which you witness or become aware of to your Training Manager or the Academy Help Team

Safeguarding, Wellbeing and Acron Aviation Duty of Care

We will not act in the place of your parent and cannot accept the responsibilities of guardian. However, all reasonable steps will be taken to ensure your safety and welfare during your time in training with Acron Aviation.

Acron Aviation as a training provider and employer maintains the highest possible standards in meeting its responsibilities to protect and safeguard the welfare of young people and adults at risk and our Modern Slavery Statement can be found here.

We recognise that during the course of your training both of us may encounter children (i.e., individuals who are under 18 years old) or adults at risk (i.e., those over 18 who are rendered vulnerable to harm or exploitation due to their personal situation and/or social circumstances).

Our duty of care to you applies to activities that take place:

- > on Acron Aviation premises;
- > during off-site placements to third party training providers; and
- > other off-site activities for which we are responsible, i.e. Acron Aviation accommodation.

If we are made aware of a potential safeguarding allegation then the course of action we will take will depend on the specifics of the situation. In all cases it is vital that accurate records are maintained of allegations, concerns, decisions, actions taken and the reasons for these and we undertake to respond in an appropriate, proportionate, impartial, and timely way to suspicions or allegations of any child or adult at risk.

In some situations it may be appropriate for us to liaise with external third parties including mental health advisors, child welfare officers and/or the counter-terrorism unit.

It is also important to highlight that in cases where a student has been detained under the Mental Health Act (1983), admitted to hospital as a result of the incident, or where their behaviour has been of particular concern or threatened the safety of others, further action may be required which may include termination of your training agreement.

If you are concerned about a cadet, staff member and/or visitor but an urgent response is not required, you should still contact Mental Health First Aiders (MHFAs) mhfa.cas@AcronAviation.com. You should report this within 24 hours.

Please remember that as an Acron Aviation cadet you also have access to the AVIVA Assistance Programme which is available to all UK enrolled cadets. The 'AAP' is available 24 hours a day, 365 days a year on **0800 015 5630**

If you or one of your course mates find yourselves in a position where you need some additional support please do not hesitate to call the above number where suitable help can be provided.

You also have access to the AVIVA Thrive: Mental Wellbeing App and access to eap-carefirst.com, a web-based information and support resource designed to assist you with the challenges of daily life. The site also gives you access to monthly webinars, which focus on a variety of useful topics (further details below).

Due to the highly regulated nature of the aviation industry we may be obliged to suspend or terminate your training if we believe that there are mental health concerns which may affect your ability to complete your training and/or to report mental health concerns to the relevant regulatory authority and/or any potential employers.

Equal Opportunities and Discrimination

The Academy's objective is to ensure that individuals achieve their full potential and are selected, trained, considered for placement opportunities and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities without reference to irrelevant or discriminatory criteria and in particular the those Protected Characteristics defined in the Equality Act 2010.

Protected Characteristics

The Protected Characteristics are:

- > Age
- > Disability
- > Sex and/or Gender Reassignment
- > Race
- > Religion or Belief
- > Sexual orientation
- > Marriage and Civil Partnership
- > Pregnancy and/or Maternity.

Accordingly, Acron Aviation is committed to ensuring that the recruitment, selection, training, development and placement procedures of both our staff and cadets does not result a cadet or staff member receiving more or less favourable treatment on the grounds of these Protected Characteristics.

What is discrimination?

Direct Discrimination – when someone is treated less favourably than another person because of a Protected Characteristic.

Associative Discrimination or discrimination by association – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.

Discrimination by Perception – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.

Indirect Discrimination – occurs where an individual's training is subject to an unjustified provision, criterion or practice e.g. one sex, race or age group finds it more difficult to meet the provision, criterion or practice, although on the face of it the provision, criterion or practice is 'neutral'.

Harassment and Bullying

Harassment and bullying are unacceptable behaviours and will be treated by Acron Aviation as misconduct and a breach of your commitments under this Code of Conduct.

Individuals may complain of behaviour that they find offensive even if it is not directed at them personally and they do not personally possess the relevant Protected Characteristic. It should be noted that it is the impact of the behaviour which is relevant and not the motive or intent behind it.

Where harassment arises from people not directly employed by Acron Aviation Airline Academy e.g. other cadets or clients, such complaints will be taken seriously and will be pursued with the third party concerned, exercising whatever sanctions are available.

All Training Team members and Academy Support Staff have a responsibility to ensure that harassment or bullying does not occur in the training environment for which they are responsible.

What is harassment?

Harassment – unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Cadets may complain of such offensive behaviour even if it is not directed towards them personally. Harassment may take many forms. It can range from extreme forms such as violence and bullying by intimidatory behaviour to less obvious actions such as unfavourable conduct or persistently ignoring someone.

Harassment - A single incident can amount to harassment if sufficiently grave, with examples including but not limited to:

- > physical conduct ranging from touching to serious assault;
- > verbal and written harassment (inclusive of social media interaction) through jokes, offensive language, gossip and slander;
- > isolation or non-cooperation in group tasks and exclusion from social activities;
- > intrusion by pestering, spying, following etc.

Harassment by a third party – harassment of cadets by third parties such as other customers or clients.

Victimisation – when a cadet is treated less favourably because they have made or supported a complaint or raised a grievance under the Equality Act 2010 or are suspected of doing so.

Bullying- Bullying is repeated inappropriate, offensive behaviour, which can be an abuse of power or position. It can be direct or indirect, either verbal, written, physical or otherwise, conducted by one or more persons against another or others in the course of training, which could reasonably be regarded as undermining the individual's right to dignity in training.

The following examples may constitute bullying:

- > threats, abuse, teasing, gossip and practical jokes;
- > humiliation and ridicule either in private, in the training environment or in front of other individuals
- > name calling, insults or devaluing with reference to protected characteristics;
- > making unjustified criticisms;
- > excessive monitoring;
- > withholding information

Malicious Allegations

We will seek to ensure that this Code of Conduct and/or any other policy in place in respect of your training is not used in a way which causes unwarranted detriment to others. We will act when vexatious or malicious allegations are made, when false information is provided and/or when the complainant has otherwise acted in bad faith. In such circumstances disciplinary action may be taken and any investigation based upon those allegations may be terminated.

Your Conduct in Training

Victimisation and Retaliation

Acron Aviation prohibits retaliation against any individual who, in good faith, asserts their rights to be free from discrimination including harassment. Asserting these rights is called "protected activity" and includes reporting concerns of discrimination or harassment, known or perceived violations of the law, Acron Aviation' Code of Conduct or other Acron Aviation policies. Acron Aviation also prohibits retaliation against any individual who participates in a complaint process, opposes discrimination, assists in making a discrimination or harassment complaint, or cooperates with a discrimination or harassment investigation. Acron Aviation will not tolerate such conduct and you will be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against a cadet for complaining about harassment or bullying is in itself a disciplinary offence.

Academic Integrity

As an Acron Aviation Airline Academy cadet you work under an honour system which obligates you to own work do your own work. Violations of this policy are subject to sanctions including probation or dismissal. The honour system further incorporates intellectual integrity, which prohibits the use of inappropriate sources of information during testing.

Acron Aviation Airline Academy is committed to upholding professional conduct and integrity. All cadets, instructors and

staff have obligations to uphold academic integrity and take action when violations of policy occur. If you are found to have committed violations of academic integrity you may receive the following sanctions including probation, dismissal from the Academy and notification to the Regulators.

Violations of Academic Integrity Include:

- > Cheating including giving or receiving help from unauthorized persons or materials during examinations; the unauthorized communication of examination questions prior to, during, or following administration of the examination; collaboration on examinations expected to be individual work; fraud and deceit which include knowingly providing false or misleading information or failing to provide appropriate information when requested, such as when applying for admission to the Academy.
- > Plagiarism including presenting as one's own ideas words or work of another; providing use of a source for completing academic assignments without properly acknowledging the source.
- > Unauthorized use or tampering with academic records or transcripts.
- > Be truthful with your information. Any content gathered and researched online should be verified and confirmed with their proper sources. Be sure to credit authors of any work you include in your post. If you make a mistake be sure to go back and correct it.

Behaviour and Dress

Students are expected to project a professional manner in both attire, personal hygiene, and behavior when on campus as well as any time in uniform and/or displaying any Acron Aviation identification off campus.

The following dress code is in place:

- > You and your instructors unless notified are required to wear appropriate Acron Aviation Airline Academy approved uniforms.
- > Hats and clothing worn on campus (including Acron Aviation accommodation) shall have nothing written on it, or attached to it, that may be considered vulgar, profane, or offensive.
- > Violations of codes of dress, orderliness, and mode of conduct will be directed by the relevant training lead to correct your behavior or risk disciplinary action.

Exceptions to this policy must be documented and approved by Acron Aviation Airline Academy Management. Requests for exceptions must be initiated through Academy Help.

Non-payment of Fees Policy

It is your responsibility to ensure that payments are made in accordance with your payment plan, the Accommodation Policy and/or the terms of your Training Agreement, as applicable, and that your account is kept up to date throughout your training.

If your account is found to have monies due then your training may be suspended until your account has been brought up to date. We continue to monitor all cadet accounts throughout the duration of training.

Suspension of training and deferral to a later cohort group will incur a Deferral Fee in addition to any late payment fees that may apply. You will also not automatically be deferred to the next cohort group starting the next phase of flying but will be deferred to the first available slot in a cohort group.

For those cadets who have completed or are close to completion of your training, failure to make any outstanding payments can and will result in your licence application being withheld, which may result in additional training requirements.

As a reminder your flight training must be completed within 36 months of your last ground school examination and licence applications must be submitted no later than the earlier of 6 months from passing your CPL or IR skills test. As your licence is personal to you it is your responsibility to ensure that application is made in a timely manner on completion of training and any additional training required as a consequence of missing the relevant deadline will be at your cost.

Food, Drink and Tobacco on Campus

Food and drinks is allowed in designated areas only.

Smoking is permitted in designated smoking areas only. There will be no tobacco use in classrooms, in buildings, on the flight line, or in any aircraft. Tobacco use includes cigarettes (including e-cigarettes), cigars, and chewing/dipping tobacco. No alcoholic beverages and/or illegal drugs are allowed on campus.

Devices and Photography

Use of mobile phones for any form of non-operationally essential communication during ground school/ briefings, on airside areas or in flight is not permitted.

On the ground: - Photography/Videography during ground school/briefings or on airside areas is only permitted with the permission of either the HT, DHT, CFI or DCFI.

In Flight - Photography/Videography during all phases of a solo flight is not permitted. Photography during dual flights is permitted subject to the following restrictions:

- > The pilot in command must give permission;
- > The pilot in command is responsible for ensuring that:
 - the operation of the image recording device does not pose a flight safety risk is not in contravention of the aircraft POH or AFM
 - does not interfere in any way with the primary objective of the flight
 - does not impose a deviation from the approved flight profile
- > Effective lookout and communication monitoring must not be compromised during the use of the image recording device.
- > Only the pilot not flying or rear seat passenger may operate the image recording device.
- > The security of the image recording device during use is to be ensured to avoid a loose article hazard.
- > Image recording devices are not to be attached to any part of the aircraft interior or exterior.

Still photographs or video taken in the circumstances described above are for private consumption only and should not be available in any public forum without the express permission of Acron Aviation Airline Academy. In all cases, Images that may negatively impact the professional reputation of Acron Aviation Airline Academy, its employees, or trainees are not to be taken nor uploaded to the internet.

Image recording devices may be attached to the interior of an aircraft for officially sanctioned purposes only subject to a specific risk assessment and the approval of the Accountable Manager.

Other non-approved portable electronic devices such as tablets and hand held GPS may not be switched on in flight and may only be used during ground school/briefings for specific training related purposes.

IMPORTANT NOTE: Failure to observe the regulations relating to portable electronic devices stated above may result in sanctions up to and including termination from training.

Social Media Use Policy

Any media that allows for the publication, collection and exchange of user-generated content to the general public. You are not allowed to disclose proprietary information about Acron Aviation or its partners and customers.

Personal and professional lives merge online – even though your comments may be on your personal page it will reflect your professional image.

You are responsible for everything you say. Avoid posting anonymously. Be careful not to post openly biased comments in general and avoid providing personal opinions on partner airlines or potential partner airlines, you never know who may see it.

You are not allowed to post copyrighted material, including logos, imagery and other branded information. You do not have authorization to speak on behalf of Acron Aviation, unless authorized in writing to do so as a company spokesperson.

Use social media the safe way and remember that what you post can come to haunt you; give your latest blog entry or tweet a second thought before unloading your uninhibited thoughts on to the world. Be wary of the risks of slander, libel and other media law issues. Most importantly stay safe in the online world.

Acron Aviation however does encourage the posting of highlights from your training journey to your social media and would encourage you to use the **#ACRON AVIATIONAIRLINEACADEMY** on your posts so that we can repost?

COPYRIGHT INFRINGEMENT POLICIES AND SANCTIONS

Unauthorized distribution of copyrighted materials, including Academy documents, and unauthorized peer-to-peer file sharing may subject you to civil and criminal liabilities.

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright. These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading, or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement may include civil and criminal penalties.

Students found to have violated the policies of academic integrity, including copyright infringement with respect to unauthorized peer-to-peer file sharing, including illegal downloading or unauthorized distribution of copyrighted materials using the institution's information technology system, may have their training suspension or have their training agreement terminated. You may also be subject to civil or criminal penalties which Acron Aviation reserves the right to pursue.

Travel and Insurance

Student Visa (UK)

If you are being sponsored to study full-time on a Student Visa, the UKVI expects Acron Aviation to undertake certain reporting duties.

You will need to ensure you comply with the conditions attached to your visa and co-operate with us to fulfil our sponsor duties.

Acron Aviation is required to:

- > Hold a copy of your current passport and up to date immigration documents
- > Keep up-to-date UK contact details including both address and telephone number
- > Inform the Home Office if you do not arrive as expected
- > Monitor your engagement with your studies
- > Notify the Home Office if there is a change of circumstances with your studies
- > Inform the Home Office if we believe you are breaching the conditions of your leave (e.g. working over the permitted allowance)

We are also required to report the following changes to your circumstances to the UKVI:

- > Changing you course
- > Interrupting our course
- > Withdrawing from course
- > Additional time required
- > Completing earlier than expected
- > Change of study address
- > Change of Immigration status – you must inform the Student Immigration & Compliance Team (StudentRecords@AcronAviation.com)

In addition, as a visa holder you must abide by the conditions attached to their visa, which include:

- > Working restrictions: A Student Visa allows you to work for a maximum of 20 hours per week during term-time. This is a maximum of 20 hours in total in any one week, including paid or unpaid work and for one or more organisation. The 20 hours cannot be averaged over a longer period. Note that in addition per the terms of your Training Agreement you will also require approval from the Head of Training should you wish to enter into employment while you are in full time study.

- > No access to state benefits: This means you cannot access some state benefits.
- > Registering with police if required: Some nationalities are required to register with the police. This will be confirmed on entry to the UK.

You are required to update the Home Office of a change in address by submitting online form. <https://visa-address-update.service.gov.uk/>

If you have a visa vignette in your passport, you will need to update the Home Office on these changes using the change of circumstances form.

If you have a BRP you are required to apply for a new BRP in the following circumstances:

- > change of name, e.g. if you have got married
- > change of nationality
- > change of gender
- > change of appearance
- > Whether you have a BRP or visa in your passport, you are required to report the changes to the Home Office using the change of circumstances form.

STUDENT VISA (US)

To support your training at our Sanford facility you will require an M-1 visa. We will provide you with a checklist and guidelines for this process and will submit the application on your behalf.

To support your application you will require an I-20 which will be issued by the Acron Aviation Airline Academy US. You will also need to present the I-20 at your embassy VISA interview, and when you enter the US at the port of entry. **We will require a copy of the following documents to support issue of the I-20:**

- > Passport (original which will be retained to support your application) - note that your passport must be valid for at least six months beyond your period of stay in the United States
- > Proof of High School Graduation or equivalent
- > Proof of cost of attendance funding (bank statement evidencing funds) or Affidavit of Support
- > Either proof of purchase of Acron Aviation medical insurance or proof of other medical insurance
- > UK visa holders only – copy of BRP
- > FORM DS-160 - you will need to provide a copy of this form when you attend your Embassy interview.

You will need to complete the “DS-160 questionnaire” and a digital photo. This form will be emailed to you and should be completed digitally. Once the completed questionnaire has been returned, we will check and complete the online form for your application. You will be required to check this online form and sign the DS-160 prior to submission of your application. Check the information and prepare the DS-160 Form.

If required, we will schedule your visa interview with the U.S. Embassy in London and you will be notified of the time/date as what to expect. If you are unable to attend, please inform Customer Logistics no later than 48 hours prior to the appointment we note that delaying your interview may mean you are deferred to a later cohort group if your visa is not issued prior to the target commencement date for training.

For the visa interview you will be required to bring:

- > I-20,
- > SEVIS I-901 Fee Receipt (provided by us),
- > DS-160,
- > Financial Affidavit showing funds to pay for training and living expenses; and
- > 2 passport photos

If the interview is successful, the Embassy will hold the Passport for a few days until they issue the Visa stamp. At that point, the Embassy will return the Passport and you will be approved for travel to the U.S.

In the event that the requirement for an interview is waived then Embassy will return your passport and you will be approved to travel to the U.S.

ENTRY TO U.S. – you will need to ensure you have your I-20 AND passport when entering the U.S.

For more information please refer to Student Visa (state.gov)

Insurance

We have in place comprehensive aviation and general liability policies to cover our operation but these will not necessarily cover activities undertaken outside of training we would therefore recommend that you have the following policies in place while you are in training. We note that the cost of these insurances and the coverage they provide will be your responsibility you are also responsible for seeking advice from your insurance provider. Acron Aviation are not insurance advisers and cannot recommend any provider or broker.

Loss of Medical Status/Training Fee Insurance

This is a very specific insurance designed specifically for cadet pilots.

Travel insurance

Most people opt to take out travel insurance to cover unforeseen costs they may incur while travelling overseas including loss of luggage, passport, credit cards, cash and medical expenses.

As a general rule off the shelf policies will have the following limitations and as such you should speak with your provider to ensure that the coverage is sufficient:

- > be limited to a 90 day period – you should ensure that any policy you purchase is sufficient to cover your extended stay overseas
- > have limitations based on your primary reason for travel. As your primary reason for travel overseas will be to undertake flight training in light aircraft you will need to ensure that your insurer is aware of this and that the cover provided is adequate

International Medical Insurance

Off the shelf travel insurance policies may not provide sufficient cover in respect of general medical expenses and in particular non-urgent expenses such as GP (or equivalent) or prescription charges, if this is the case you may decide to put in place separate medical insurance to cover your extended period overseas.

Carry a UK EHIC or UK GHIC card

If you are a resident of the UK travelling within the European Economic Area, you should carry the new GHIC card (Global Health Insurance Card) (previously the EHIC card (European Health Insurance Card)). This entitles you to free treatment at any European public hospital on the same basis as if you were a citizen of that country.

You can gain more information about this via this link – <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>

Property Contents Insurance

We do take any responsibility for any personal property which you have in your accommodation and/or at the training centre you may also wish to consider purchasing contents insurance to protect against loss or damage of your personal belongings in particular laptops and other electronic equipment. You are solely responsible for your belongings and as such you are responsible for ensuring that you have adequate cover.

Breach of The Code of Conduct

Procedure for Dealing With a Breach of this Code of Conduct

If you believe that you have experienced antisocial behaviour either directly or as a witness, you should, in the first instance, ask the person responsible to stop the behaviour, as it is unacceptable to you. Person to person discussion at an early stage will often be sufficient to stop the behaviour, which is causing the offence without the need for escalation.

If antisocial behaviour continues or if a serious nature such that person to person discussion is unlikely to be sufficient you may make a formal complaint in accordance with the Acron Aviation Airline Academy Cadet Formal Complaints Policy. We would recommend that you raise your complaint as soon as possible after the incident has occurred to ensure that our investigation into the complaint is as accurate as it can be.

The Formal Complaint Policy is designed to assist genuine victims of antisocial behaviour, you should therefore be aware that if you raise complaints, which are subsequently proven to be deliberately vexatious, you may become subject to disciplinary proceedings.

Please refer to the Cadet Formal Complaints policy for full details of the complaints process.

Disciplinary Proceedings

Acron Aviation Airline Academy has a zero-tolerance policy for verbal, written or physically abusive behaviour towards any cadet, staff member or contractor under any circumstances.

If you are found to be in breach of your obligations under this Code of Conduct following an investigation into a formal complaint made about your behaviour, either by another cadet or a member of staff, it will be treated as misconduct. Depending on the severity of the situation Acron Aviation reserves the right to take the disciplinary actions:

- > Suspension of training pending further investigation;
- > All interaction with staff members limited to written communication only
- > Permanent comment being placed upon your training record describing the unacceptable behaviour. Please be advised we are required to report all occurrences of unacceptable behaviour to future airline employers, where applicable, and in some instances to the relevant Regulator, who may in turn apply their own disciplinary proceedings including removal of any conditional offer of employment or licence

- > Termination of your training agreement with Acron Aviation Airline Academy;
- > Escalation or reporting to the authorities, where appropriate

In the event that you have raised a complaint about an Acron Aviation employee, consultant or contractor then this will be handled in accordance with Acron Aviation internal policies. Please be aware that as this will be treated as an employment related matter we may not be able to provide you with further details of the investigation of any disciplinary action taken.

If you have any questions or require further guidance or support relating any of the details or themes included in this policy please direct all enquires to the Customer Experience Team StudentSupport@AcronAviation.com who will do all they can to assist you.

Academic Attendance and Performance

During the course of your training you must demonstrate through their training records that you are making satisfactory academic and attendance progress toward completion of your program in order to remain enrolled in the program.

It is not unusual for cadets to have the odd setback with attaining the levels of proficiency required. Occasionally we do have pilots who do not achieve the standard required even after additional training.

The Training Review Board will manage academic performance and you will be involved throughout the process. When academic performance issues have been identified by the instructor, he will notify the Chief Flight Instructor (CFI) or Chief Theoretical Knowledge Instructor (CTKI) who will in turn review the training given to date and depending on the circumstances conduct a training review, and/or authorize additional training.

If you are not making satisfactory academic and/or attendance progress (SAP) at specified milestones will be placed on academic warning and may be at risk of losing their eligibility to receive the Training Assurance support. You will be notified in writing of the terms and conditions when if are placed on academic warning and will have the opportunity to meet with the relevant training lead to determine the best course of action to accelerate your training and achieve the objectives of the course and program.

If you are on academic warning you could lose eligibility for Training Assurance and/or requests for personal time off may be rejected. You will be allowed to continue your course. However, you may not be allowed to enroll in subsequent courses without the consent of the Head of Training.

While on Academic Warning you must remain enrolled as full-time status and continue to progress at an acceptable

rate towards completing their current course. Failure to maintain full- time status or progress your training may result in termination of your training agreement prior to course completion.

Absence Due to Illness

It is your responsibility to make yourself available for Training and failure to do so without prior approval may result in your Training being suspended or terminated.

If you are unable to attend Training due to illness you shall notify us of such illness in writing no later than three (3) hours before your scheduled flight time.

If your illness lasts for longer than seven (7) consecutive days or results in absences from training of more than ten (10) days in total over a period of twenty (21) consecutive days we may require that you undergo an independent medical examination by an Aviation Medical Examiner (AME) who will provide a written report to us to enable us to assess your ability to continue your Training.

If on review of the report we reasonably believe that the illness is likely to be ongoing and/or will materially affect your ability to continue or complete your training then may at our discretion take any, or several, of the following actions:

- > continue your training; or
- > suspend your training and transfer you to a later course when you have recovered; or
- > allow you to complete your outstanding training via an alternative training path with us; or
- > terminate your training agreement

We shall consider the following in making our recommendation:

- > the nature of your illness;
- > the phase of training;
- > your level of Proficiency; and
- > any other circumstances that may be relevant to the ongoing provision of training

We reserve the right to charge you for any additional training costs including deferral fees which we incur as a result of your illness and any associated changes required to your training.

Leave of Absence (LOA)

If you will be absent for any period during your training then you must submit a request for a Leave of Absence (LOA). LOA requests are subject to approval upon the review of supporting documentation by the training lead. The number of days in the approved leave of absence, when added to the number of days

in all other approved leaves of absence, cannot exceed 30 days in any 12-month period subject to Acron Aviation discretion. The period of the leave of absence may not begin until you have submitted and Acron Aviation has approved a written and signed request for an approved leave of absence except in those cases where unforeseen circumstances would prevent you from submitting a request in advance.

following are the reasons that qualify for a leave of absence. You may be required to provide supporting documentation:

- > Serious health condition
- > Care of an immediate family member with a serious health condition
- > Birth/adoption of a child and care for that child
- > Death of an immediate family member
- > Jury duty
- > Military service
- > If requesting a leave of absence for a reason other than those listed above, please also submit a letter explaining your circumstances, along with supporting documentation, to the Registrar.

Failure to return from an approved leave of absence and or to attend scheduled training without an approved LOA will result in additional costs to you should you fail to attend scheduled training and may result in the termination of your training agreement. dismissal from the school. Also, if a student's LOA exceeds the allowable 30 days cumulative, the student will be dismissed from the school.

LOA may result in additional charges as detailed in the Additional Charge Policy.

Supporting Documents

- > Acron Aviation Airline Academy Cadet Formal Complaints Policy
- > Acron Aviation Wellbeing Policy
- > Acron Aviation Health and Safety Policy