



Student Absence Policy

CAE considers the health and wellbeing of its students as a high priority and is therefore keen to ensure that appropriate arrangements are in place to maximize the welfare of students as well as limit the consequence for students when genuine absences do occur. This policy applies to all students of CAE.

1, Policy on Student Attendance

CAE requires all students to attend **all** training exercises in accordance with the published programme. This is not just best practice for education, but is also a regulatory requirement.

Any student who consistently fails to attend lessons without medical or other good cause for doing so will be subject to training review. Any hours missed for whatever reason will need to be caught up. Students who are aware that they will be late for any period scheduled should make every attempt to let the instructor know as soon as possible.

2, Procedure for Reporting an Unauthorised Absence

Where advance notification is not possible, e.g. in the event of illness it is expected that the student will inform the academy on the first day of any period of absence, **prior** to the time of the first planned training activity; preferably not later than 45minutes in advance.

A student will need to report their absence as below:

Ground Training Students

Phone (Primary contact Mon – Fri): 01865 844245

Email (Mon – Fri):

FTO-OxfordCustomerServices@cae.com

Reception Opening Hours: 8am – 4.30pm

Flight Training Students

Phone (Primary contact Mon – Sun) : 01865 840512

Email (Mon – Fri):

FTO-OxfordCustomerServices@cae.com

ETA message (Mon-Sun): Ops Team- Claudia Goncalves, Philippa Trice, Lucy Pinker, Bryn Griffith, Diane Hall and Shirley Robinson

During Ground School you do not need to disclose the reason for your absence unless you feel comfortable and wish to do so. In Flight Training, if the reason could affect your medical classification then you will need to see your registered AME prior to your return and documentation will need to be provided to the CFI. You will be required to report daily unless medically suspended from training with the relevant supporting evidence.

3a, Ground Training Unauthorized Absence

Should you fail to attend a scheduled training activity the student services team will be informed and every effort will be made to contact you to ascertain your well-being. Normally this will take effect in the form of the following steps;

- Day 1, action 1 - Initial Telephone Call with Voicemail if required.
- Day 1, action 2 – Should we receive no response from you within 1 hour of contact by telephone, we will email to your personal email address.
- Day 1, action 3 – Should action 1 and 2 receive no response within the first 2 hours of absence then a telephone call and/or email contact with your corporate sponsor and/or student liaison (where applicable) will be completed.
- Day 1 – action 4, Where actions 1-3 have been applied to no avail, a visit to student accommodation (if you are in CAE managed accommodation) will take place.



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- Day 2 or thereafter - Contact with your next of kin.

3b Flight Training Unauthorised Absence

Should you fail to attend a scheduled activity, it will be marked on ETA as a 'No Show'. The No Show will then be followed up by the CFI, or in the absence of, the Operations manager, who will make contact with you directly regarding your absence. For those students who are airline sponsored, the No Shows will be reported directly to the airline representative.

4a, Ground School Authorized Absence

It is possible to request short periods of leave during your training but this must be agreed in advance and in writing by the relevant training head. Scheduled activities missed would need to be recovered by the student in their own time and could lead to instigation of re-course should the workload to catch up become unachievable or there be insufficient time available to make up the regulatory hours.

Student Leave Application Forms can be obtained from Ground School reception desk and signed by Course Mentor (CM) which must be countersigned by the (D)CTKI

4b, Flight Training Authorized Absence

During Flight Training, you will be allocated to an instructor. The instructors work a shift pattern of six days on three days off; during your instructors shift days you are to be available for scheduling.

If your training falls behind schedule you will be expected to be available during the instructor days off, always adhering to the Operations Manual (7.1 Flying Duty Period and flight Time Limitations).

If your instructor has holiday or becomes sick, you will be allocated to a different instructor for a period of time. During your training, if you would like to go away from your primary address; it is mandatory that you fill in a leave application form so that the school can account for your whereabouts.

The leave once approved is put on ETA so that you will not be scheduled during this approved leave. Student Leave Application Forms can be collected from the Flight Training Support department; these will have to be signed by your Flight Instructor (FI) and then countersigned by the CFI and Operations Manager.



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5, Supporting Evidence:

Any period of absence spanning over 5 consecutive training days will require supporting evidence.

In the case of illness a medical certificate will be required.

Where an absence has occurred which is not based on medical requirement, students should supply supporting evidence where possible e.g. Police report, letter from counsellor.

Where a student believes the cause of the absence is particularly sensitive, the information should be submitted to CAE in a sealed envelope marked as 'Private and Confidential' and given (where possible) to the Head – Student Services or his/her nominated deputy.

6, What Support is Available?

CAE work with local AME services globally and can assist if required with medical issues that arise. We are able to book General Practitioner appointments if required as well as Aviation Medical Appointments.

[Please see the student wellbeing policy for further support details and medical information.](#)