

# CAE Phoenix Handbook

Your worldwide  
training partner  
of choice





# Contents

<b>01</b>	<b>Welcome aboard</b>
<b>03</b>	<b>Amazing Arizona</b>
<b>04</b>	<b>Things to Know</b>
05	Weather
05	Shopping
06	Eating out
06	Recreation
07	Health Care / Medical Facilities
07	Medical Services
<b>09</b>	<b>Phoenix Academy</b>
09	CAE Student Services Support
10	Housing
11	Housing Providers & CAE coordinators
12	Housing Regulations
12	Housing Supply List
13	Student Portal Website
13	Transportation
<b>14</b>	<b>Important Information for International Students</b>
14	Insurance
14	Telephone
14	Food
14	Credit Cards
15	Electricity
15	Currency
15	Banking
15	Visa
15	ID Cards
15	Medical
15	Medication
16	Medical Insurance
16	American Customs
<b>17</b>	<b>Student Conduct</b>
17	Class Attendance
17	United States & Arizona State Laws
17	Flight School Rules





# Welcome aboard



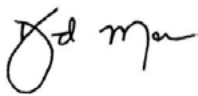
We are thrilled to have you join our student body at CAE Phoenix Aviation Academy. You will soon be walking through our halls for the first time with the nervous excitement of a new beginning. This handbook is designed to help foster a better understanding of what to

expect at the Academy and answer many initial questions to provide you with the best opportunity to start your training on the right foot.

While this handbook covers most of our policies and the most common questions, should you need more to best prepare you for your journey here in Phoenix, our Customer Service staff will be on hand to assist you from your arrival; so let us know if you have any questions. Our team is here to support your success during this transformational year.

We look forward to welcoming you in person and thank you for making CAE your training partner of choice.

Welcome, again, to the beginning of the beginning of your career.

A handwritten signature in black ink, appearing to read 'David Morse'.

**David Morse**  
Centre Leader, CAE Phoenix







# Amazing Arizona

Arizona is located in the South West of the United States and is surrounded by the states of California, Nevada, Utah, Colorado, and New Mexico. Arizona also borders the state of Sonora located in Mexico. In the state of Arizona, the city of Phoenix is located in the north-eastern part of the state and is near the cities of Los Angeles and San Diego in California, Salt Lake City in Utah, Denver in Colorado, Las Vegas in Nevada and Albuquerque in New Mexico.

Arizona is best known for its desert landscape, which is rich in xerophyte plants such as the cactus. Less well known is the pine-covered high country of the Colorado Plateau in the north-central portion of the state, which contrasts with the desert Basin and Range region in the southern portions of the state. Despite the state's aridity, 27% of Arizona is forest.

Arizona is also known for its climate, which presents exceptionally hot summers and mild winters – especially good for flight training!

Arizona is the state known as the Grand Canyon State. There are plenty of attractions and places of interest that you might like to visit, including: Monument Valley, Canyon de Chelly National Monument, Sedona, and Petrified Forest National Park. For the golf enthusiast Arizona offers more than 200 golf courses.

# Things to Know

The city of Phoenix is found in the central part of Arizona known as “The Valley of the Sun”. The city has a population of approximately 2 million people and is famous for its roses and oil production. Most Americans and Phoenix citizens enjoy meeting citizens of other countries so many students have made life-long friends by time they leave Arizona.

Here is a short list of nearby cities that are within a reasonable driving distance from Phoenix. You may want to share expenses with some of your fellow students and friends while visiting some of them.

**Phoenix** is the capital of Arizona and one of the larger cities in Arizona. In the vicinity of Phoenix, there are also some scenic cave views. Try and visit Prescott, Sedona, Tombstone, Bisbee, Lake Havasu, Montezuma Castle National Monument, Canyon de Chelly, if you get a chance.

**Tucson** boasts an average of 3,800 hours of sunshine a year. It's about a 2-hour drive from Phoenix with lots to see: Arizona Sonora Desert Museum, Pima Air and Space Museum, Tucson Botanical Park.

**Grand Canyon** is one of America's premier natural sites. They just don't come any grander than this immense, awe-inspiring chasm; spectacular vistas and overlooks along the canyon's rim. An absolute must see while you are here!

**Las Vegas** – sin city is a fun place to visit and is about a 4-hour drive away. Bring lots of money, as you may need it!

**Los Angeles** is California's largest city, both in territory and population. It's about a 7-hour drive from Phoenix. What to see: Hollywood, Beverly Hills, Universal City, Disneyland, Knott's Berry Farm, Chinatown, Venice, and lots more.

**San Diego** is also in California. San Diego is both a modern metropolis and a popular year-round resort. It's about a 6-hour drive from Phoenix. What to see: Balboa Park, San Diego Aerospace Museum, San Diego Zoo, Sea World, Coronado. Beaches: La Jolla, Del Mar.

This is not an exhaustive list of things to do or places to see in and around Phoenix, but many students enjoy travelling to these places when they are building cross-country time. For more information you can contact the Arizona Tourist Office.





## Weather

Arizona is known for its sometimes-rapid weather changes. You will need to be prepared for very warm weather in the spring and summer, extremely HOT weather in the months of July, August, and September, and mildly cold weather in the winter months.

As you are in a desert climate it is important that you carry water with you and drink water on a regular basis.

Since the conditions vary from day to day in Arizona, it is advised to bring clothes for all types of weather regardless of the time of year you arrive in Phoenix. Bring a jacket, a pair of gloves, and a neck scarf for the winter months. It can be very cold on the ramp and you can even encounter snow on some of your XC-destinations.

## Shopping

You will find that it is very easy to shop in Phoenix. Most stores are open until 10:00 pm and many convenience stores are open 24 hours a day, 7 days a week. The student apartments are within walking distance to many convenient shopping areas in Mesa.

### Specialty Stores

#### CVS pharmacy

1212 S. Greenfield Road, Mesa, AZ 85206

#### Walgreen's

1305 S. Greenfield Road, Mesa, AZ 85206

### Grocery Stores

#### Wal-Mart Super Centre

Walking distance of apartments  
1710 S Greenfield Rd, Mesa AZ

#### Fry's Grocery

3751 E. Baseline Road, Gilbert, AZ 8523

#### Sprouts Farmers Market

5225 E. Southern Ave. Mesa, AZ 85206  
(480)-218-6491

### Shopping Malls

#### Superstition Springs Mall

6555 E Southern Ave, Mesa, AZ

#### San Tan Village

2218 E. Williams Field Road, Gilbert, AZ

#### Scottsdale Fashion Square

7014 e. Camelback Road, Phoenix, AZ

#### Chandler Fashion Square

3111 W. Chandler Blvd. Chandler, AZ

#### Arizona Mills Mall

5000 S. Arizona Circle. Tempe, AZ

#### Phoenix Premium Outlets

4976 Premium Outlets Way, Chandler, AZ 85204



## Eating Out

There is a wide range of restaurants within a short distance of the apartments; some of these are listed below.

NB - Bars and Night Clubs strictly enforce the 21-age limit and students should carry suitable photo identification with their date of birth.

### Restaurants

#### The Good Egg

4331 E. Baseline Rd, Gilbert, AZ

#### Dos Gringos

1958 S. Greenfield Rd, Mesa AZ

#### Crabby Don's

3861 E. Baseline Rd, Gilbert, AZ

### Fast Food Restaurants

#### Jack in the Box

24361 E. Baseline Gilbert, AZ 5234

#### McDonalds

1710 S. Greenfield Rd, Mesa AZ 85206

#### Panda Express

53440 E. Baseline Rd, Mesa, AZ

#### Taco Bell

3601 E. Baseline Rd, Gilbert AZ

#### Subway

2028 N Power Rd Me3611 E. Baseline Rd, Gilbert AZ

#### Arby's

13535 E. Baseline Rd, Gilbert AZ inside Walmart



## Recreation

There are many things to see in the Arizona area. Here is a short list of some of the annual events held in Phoenix.

- Garden Valley Country Club (no membership fees)
- Phoenix Rose Garden (free)
- Caldwell Zoo (free)
- Lake Saguaro, Lake Pleasant, Canyon and Roosevelt lakes
- Phoenix State Park and other local parks (hiking and camping)
- Local Fairs and Rodeos

### Recreational Facilities

#### Mesa Public Library

65 E. 1st Street, Mesa, AZ

#### Kiwanis Recreation Center

Mill Ave & Forest Ave, Tempe AZ

#### Phoenix Zoo

5810 E. Van Buren

602/273-1341

#### AMF Bowling

902115 E. Southern Ave, Mesa AZ

#### YMCA

207 N. Mesas Drive, Mesa AZ

#### Racquet Club

7171 N. Scottsdale Rd.

480/948-0806

#### McCormick Ranch Golf Club

78505 E. McCormick Parkway

480/948-260



## Recreational Facilities (cont.)

### **Gainey Ranch Golf Club**

7600 E. Gainey Club Dr.  
480/483-2582

### **Cactus Park**

7202 Cactus Park  
480/994-7665

### **McCormick Ranch Railroad**

Scottsdale Rd. & Indian Bend  
480/994-2312

### **Cracker Jax Family Fun Park**

16001 N. Scottsdale Rd.  
480/998-2800

### **Harkins Shea Cinemas**

7354 E. Shea Blvd.  
480/948-6888

## Health Care / Medical Facilities

Phoenix is well-equipped in Healthcare facilities with three (3) major hospitals, one (1) smaller hospital, a major medical research centre and several outlying medical clinics. There are many private doctors that you can visit during minor emergency situations. Most doctors, as well as clinics can be located in the telephone book and are readily accessible to the public.

Please remember to bring any repeat medications that you feel you will need to Phoenix.

## Medical Services

### Nextcare Urgent Care

For residents at Serena Shores, Vista groves, Montero & Premiere.

3130 E Baseline Rd Suite 105 Mesa, AZ 85204  
(480) 539-0204  
8am~8pm Mon-Fri  
8am~4pm Sat & Sun

### Banner Urgent Care

For residents at Stone Canyon, San Piedra & The Springs.

1215 S Higley Road Mesa AZ, 85206  
(480) 827-5740  
8am~9pm Mon-Sat

### Emergency Hospital

For all cadets and staff.

Banner Baywood Medical Center  
6644 E. Baywood Ave  
(480) 321-2000  
Open 24 hours 7 days per week

### Non-Life-Threatening Emergency After Hours

- Call Dispatch (480) 948-4515 Ext1111
- Call Christina (480) 510-6204
- Mesa Police Non-Emergency 24hours  
(480) 644-2211, option 2

### Life Threatening Emergency

**Dial 911**





# Phoenix Academy

Whilst you are training with us, it is important that you are comfortable and ready to take on the challenges your flight training! Coming to the Phoenix, Arizona to study can be very rewarding and enjoyable, but it is important to be prepared, to achieve the most possible. The following is a list of helpful information and advice that may help prepare you for your stay with us.

## CAE Student Services Support

**Christina Fortner**  
**Student Service Manager**  
Christina.Fortner@cae.com  
(480) 948-4515 Ext.1109

**Paula Eastman**  
**Student Service Coordinator**  
Paula.Eastman@cae.com  
(480) 948-4515 Ext.1146

**Ellis Bang**  
**Student Service Coordinator**  
Eun.Bang@cae.com  
(480) 948-4515 Ext.1138

**Teri Galloway**  
**Cadet Housing Administrator**  
Teri.Galloway@cae.com  
(480) 980-6530

**Nora Garcia**  
**Administrative Assistant (PDSO)**  
Nora.Garcia@cae.com  
(480) 948-4515 Ext.1163

**Marianne Reyes**  
**Administrative Assistant (PDSO)**  
Marianne.Garcia@cae.com  
(480) 948-4515 Ext.1129

**Kristi Dean**  
**Front Desk Representative**  
Kristi.Dean@cae.com  
(480) 948-4515 Ext.1141

**Dale Hedy**  
**Facilities**  
Dale.Hedy@cae.com  
(480) 231-7447

## Housing

For those students who will be staying at one of our shared apartment blocks just a short distance away from the training centre, below you will find important information.

CAE has partnerships with many local residential apartment providers. All of our accommodations are comparable with similar amenities. All apartments are 2 bedrooms / 2 bathrooms with 4 students per apartment. All complexes have fitness centres, pools and recreation rooms. Cadets arrive and leave at varying times throughout the year, so we are unable to accommodate any specific reservations. Placement is completed based on bed availability on arrival.

All apartments are clean and comfortable, each furnished with beds, kitchen appliances, dining table and chairs, and living room furniture. TV's are not installed. A complete list can be found at the end of this section.

The apartments are fully cleaned prior to new arrivals, but students are responsible for maintaining the cleanliness of their apartment during their stay. Whilst you are residing in our accommodation you are expected to keep your apartment in a comfortable standard and report any breakages. In the case of deliberate damage or neglect you will be responsible for repairs or replacements. Rent for the apartments includes the cost of utilities (water, gas, and electricity). Apartments are regularly inspected by school staff including a check prior to final departure. Students must leave the apartment in a clean and tidy condition

Swimming pools and recreational areas are available for use at the apartment sites. We know it is important to wind down after a long day, and we encourage this but please do remember that you are representing CAE and/or your Airline whilst using these facilities and are expected to act responsibly.

Wi-fi is provided in the accommodation complex.





## Housing Providers & CAE coordinators

Housing Provider	CAE Apartment Coordinator
<b>Stone Canyon</b> 5210 E Hampton Ave, Mesa, AZ 85206 Leasing office (844) 865-5472 <a href="http://www.stonecanyonaz.com/mesa/stone-canyon-arizona/amenities">www.stonecanyonaz.com/mesa/stone-canyon-arizona/amenities</a>	<b>Clifton Clenna</b> Cliften.Clenna@cae.com (480) 239-1613 Mon – Fri 8am to 4pm
<b>Serena Shores</b> 4101 E Baseline Rd, Gilbert, AZ 85234 Leasing Office (480) 557-5500 <a href="http://www.serenashores.com/#amenities">www.serenashores.com/#amenities</a>	<b>Brian Moore</b> Brian.Moore1@cae.com (480) 334-2177 Mon – Fri 7am to 3pm
<b>The Premier at Dana Park</b> 1439 S Val Vista Dr, Mesa, AZ 85204 Leasing Office (480) 739-6776 <a href="http://www.thepremiereapts.com/photogallery.aspx">www.thepremiereapts.com/photogallery.aspx</a>	<b>Brian Moore</b> Brian.Moore1@cae.com (480) 334-2177 Mon – Fri 7am to 3pm
<b>Vista Groves</b> 1320 S Val Vista Dr, Mesa, AZ 85204 Leasing Office (844) 330-3098 <a href="http://www.vistagroveapthomes.com/photogallery.aspx">www.vistagroveapthomes.com/photogallery.aspx</a>	<b>Brian Moore</b> Brian.Moore1@cae.com (480) 334-2177 Mon – Fri 7am to 3pm
<b>San Piedra</b> 4510 E Banner Gateway Drive, Mesa, AZ 85206 Leasing Office (480) 900-3259 <a href="http://www.mark-taylor.com/apartments/az/mesa/san-piedra/amenities">www.mark-taylor.com/apartments/az/mesa/san-piedra/amenities</a>	<b>Kimberly Baldwin</b> Kimberly.Baldwin@cae.com (480) 313-9904 Evenings & Weekends
<b>Springs at Alta Mesa</b> 1865 N. Higley Road, Mesa, AZ 85205 Leasing Office (480) 659-4500 <a href="http://www.springsataltamesa.com/amenities.aspx">www.springsataltamesa.com/amenities.aspx</a>	<b>Kimberly Baldwin</b> Kimberly.Baldwin@cae.com (480) 313-9904 Evenings & Weekends
<b>Montero at Dana Park</b> 3636 E Inverness Ave, Mesa, AZ 85206 Leasing Office (480) 699-6400 <a href="http://www.monterootdanapark.com/mesa/montero-at-dana-park/amenities">www.monterootdanapark.com/mesa/montero-at-dana-park/amenities</a>	<b>Kimberly Baldwin</b> Kimberly.Baldwin@cae.com (480) 313-9904 Evenings & Weekends

## Housing Regulations

Prior to entering your apartment; you will be required to read and sign the CAE Residential Rules & Regulations Policy.

Highlights of the policy include:

- **No Alcohol** in the apartments (drinking under 21 is not permitted by anyone at anytime in the US)
- **No Smoking** in the apartments, pool area or fire pit area. Smoking is permitted on personal patios or in the parking lot. Do not throw butts on the ground anywhere.
- **No glass** in the pool or fire pit area – clean up any trash before leaving & put furniture back in place
- **Quiet Hours** are 10pm to 10am
- **No Visitors** in the apartment after 10pm, including other CAE cadets
- **All common areas** are closed during quiet hours - Pool, Fire pit, Basketball, No hanging out in the parking lot on the greens etc.
- **All Rooms** must be kept neat and clean. Free of trash and clutter. Be respectful of your roommates, pick up after yourself, arrange cleaning schedules, divide responsibilities
- **CAE will conduct inspections** and provide written notice in advance
- **All damage** including mold, leaks, clogged sinks, broken appliance or supplies must be reported to CAE via the ticket request system (see student portal website information below)
- **No changing rooms** or roommate without written permission
- **To request changes** speak with your housing coordinator – we will do our best to accommodate where and when possible by availability – all individuals involved must approve the change.

## Housing Supply List

### 1 Per apartment

- Full size couch / Coffee table or side table
- Floor lamp / Iron / Ironing Board / Vacuum
- Broom & Dustpan / Toaster / Basket / Waste
- Coffee Maker / Sets of pots and pans
- Can Opener / Set of cooking utensils
- Set of Shower Hooks / Shower curtain
- Toilet brush / Toilet plunger
- Small waste basket / AC Lock box
- 4 Piece dining set
- 4 of each: small Drinking glasses / Coffee cups / Dinner plates / Bowls / Knives / Forks

### 1 Per student

- Twin size bed / Blanket / Desk / Desk chair
- Desk light / Mattress Cover / Pillow
- Sheet set (flat/ fitted/pillowcase) / towels
- Water – chips – soda



## Student Portal Website

For any request please put in a ticket on the student Portal Website.

- Apartment Maintenance
- Supplies
- Facilities
- IT Request / Help
- Airport transportation request
- Move out inspection request

<http://coaaphoenix.on.spiceworks.com/portal/tickets>

## Transportation

CAE will provide transportation to and from the apartment complexes to the training centre throughout the day.

Transportation outside of these hours is the student's responsibility. There is a bus route located close to each apartment location. The bus schedule will be provided to you upon your arrival.

Several car rental agencies exist, and vehicles can be obtained at reasonable prices.

## Non-US students

you will need your international driving permit (IDP) and it is important to fully understand the insurance requirements before signing an agreement. If you would like to purchase a vehicle for your use whilst residing in the United States this is not a problem and there is plenty of car park spaces. You must however ensure that you are fully-insured to drive in the US and that the vehicle is sold before you depart.





# Important Information for International Students

## Insurance

We recommend that you arrange adequate insurance cover for your personal belongings during your stay in the United States. You may find that this is provided via your training contract with your provider, but it is essential to check this well in advance of your departure.

You will find all information concerning the medical insurance in an annex to this document.

## Telephone

Most students will bring a mobile phone with them to the United States. If you are also planning to do this, please remember to check out the tariff's offered by your provider as data roaming and call charges can vary and are much higher than at home.

Pay-as-you-go mobile phones are relatively inexpensive in the U.S. so you may opt to purchase one of these. To make long-distance or International calls we recommend that you purchase phone cards.

## Food

The United States offers a vast array of food choices to suit most international tastes. Because of this, you should not have trouble finding the kind of foods you enjoy. If you would like to bring a specific brand or item from your home country, you may do so, but please review the strict customs policy prior to travelling to prevent any problems on entry to the USA.

## Credit Cards

It is recommended that students obtain a credit card as these are widely accepted in the United States. The most common accepted credit cards in the U.S are; American Express, Master Card, Visa, and Discover but many US businesses accept other credit cards as well. These cards should be arranged with your personal bank prior to travel and should be valid for your whole stay.

When spending large sums of money in the United States you may be asked to provide additional (photo) identification so please be prepared for this.



## Electricity

The electricity in the United States is 110 volts. If you plan to bring any electrical items, you should check to see what the voltage requirements are for these items and try to bring an appropriate adaptor.

## Currency

It would be advisable to bring some US dollars with you on your journey. Foreign currency is not generally accepted by U.S. businesses.

Cash machines and ATM's can be found all over the area. Use your ATM card instead of your credit card as this will save you an additional amount charged by your credit card company.

## Banking

As in most places, it is not wise to keep large amounts of cash with you or in your apartment. Many students choose to open bank accounts to secure their cash and decrease the possibility of theft. This is strongly encouraged! There are numerous reputable banks in Phoenix, including the ones below, which will be happy to serve you.

### Banks

#### Bank of America

Recker/McKellips, 5807 E. McKellips Rd, Mesa, AZ 85215

#### Chase bank

4405 E. McKellips Rd, Mesa, AZ 85205

## Visa

Prior to travelling you must ensure that you have the correct level entry VISA to enter the USA for your training. This will be checked at customs and failure



to carry evidence of your authorisation may mean that you are denied entry. If you are in any doubt whatsoever, please check this with us prior to travelling.

## ID Cards

It is recommended that you carry a form of ID with you at all times in the USA. If you would prefer not to carry your passport everywhere you go, we would advise you to secure an Arizona State ID. To get one simply visit your local Motor Vehicle Division (MVD) Office - details can be found here: [www.azdot.gov/mvd/hours-and-locations](http://www.azdot.gov/mvd/hours-and-locations)

Ensure to bring your passport and your 'Letter of Training' from your visa application with you. Then simply complete the application form, pay the required fee (approximately \$12 USD) and they will issue you with the ID.

## Medical

In line with US FAA flying regulation, you will need to pass a flight medical examination to be permitted to fly in the USA. This should be obtained prior to travelling to Phoenix but we have a FAA-approved physician available locally. Our FAA Medical Examiner is Dr. David A. Bryman who is based at 15041 N. Airport Drive #103, Scottsdale, AZ 85260, Phone: (602) 549-2291.

## Medication

Medication is also something you may want to consider bringing. Some students have noticed that medicine in the United States is very different, and in some cases much stronger than what they receive in their home country.

## Medical Insurance

If Health Insurance is included in your Training Service Agreement, you will all receive a document at arrival which serves as your proof of insurance. This document must be presented at every location that you receive treatment. Listed below are key instructions and a summary of benefits for this policy. If you have any questions, never hesitate to ask your Student Services Coordinators at CAE Phoenix.

- Document must be provided prior to treatment
- Student must visit a provider in the network ([www.imgglobal.com/provider](http://www.imgglobal.com/provider)) to be eligible for plan benefits
- If you visit a provider in the network, you are eligible to receive the \$0 copy. This means that you will not have to pay for the appointment or treatment.
- If you visit a provider outside of the network, you must file a claim. If the insurance company approves the claim, you may still be required to pay at least 80% of the charges.
- This policy does not include pharmaceutical coverage. If the doctor prescribes medicine, you will have to pay the full amount out of pocket. Be sure that the provider knows this, so that they may provide an over the counter alternative, or write the prescription for a generic product, which may be less expensive.
- If you must visit a hospital for a standard, scheduled event, you must be precertified through the insurance. This means that you must report the event at least 48 hours in advance. You may do this by contacting IMG at 1-800-628-4664. This is only for nonemergency service.
- If you are only admitted to the hospital for a scheduled event, and discharged the same day, you will be required to pay a \$250 deductible. You do not have to pay it immediately, the hospital can bill you, and you may pay later. You will also be responsible for paying 10% of the bill up to \$5000. Any amount billed above \$5000 is covered by the insurance provider.
- If you do not complete precertification for non-emergency hospital treatment, the insurance may elect to provide only 50% payment of any costs incurred.
- If you are admitted to the hospital for an extended stay, no deductible is required, but you will be billed for the treatment received. Also, the insurance company must be notified of the treatment by telephone within 48 hours, or as soon as is reasonably possible. This includes emergency treatment.
- If you receive any bills by mail for any treatment received, you should send these to the insurance with a claim form ([www.imgglobal.com](http://www.imgglobal.com)). Academy staff can assist you if needed in completing these forms.
- This policy does not cover vision or hearing testing, and it does not cover any treatment prescribed.
- The policy does cover emergency dental treatment up to \$100.

Please refer to the Certificate for a full list of the benefits available with instructions beyond what has been provided above.

## American Customs

Some of the customs you should be aware of are:

- Always be polite. While you are here, you represent your country and your flight school.
- In the United States men and women are treated with respect as equals. It is important that you remember this especially if this may not be customary in your own country.
- Many people in the Arizona area are Christians and attend church on a regular basis. You will be a welcome visitor at any church if you choose to attend.
- Please take care not to use offensive language in public places. Although you may find that some people do this, it is generally offensive to others.
- Always try to have a nice appearance. Wearing clean clothes is important to maintaining a good personal appearance.
- Americans are sensitive to body odour and bad personal hygiene. Failure to keep clean is offensive to Americans and can cause problems. As a trainee pilot, you will need to adhere to these customs as you will be sharing a small cockpit with others. Wearing clean clothes and the regular use of deodorants and perfumes is a part of good personal care, particularly in the desert climate of Arizona.
- Wildlife: Be cautious during outdoor activities as we share our outdoor space with potentially dangerous, local wildlife.
- Traffic: Remember a right turn is permitted on a red light. If you are travelling by motorcycle, remember to wear your helmet.
- Firearms: You should be aware that firearms are more common in the USA than in Europe.





# Student Conduct

While enrolled at the CAE Phoenix Aviation Academy all students are expected to obey all federal and local laws, as well as the rules set forth by the School and the Federal Aviation Administration (FAA).

All students must comply with the CAE Academy Code of Conduct and Responsibilities (Ref Procedure KFF-CS-P003). If a student decides not to follow these rules and guidelines, disciplinary action will be taken. This may include expulsion from the school.

## Class Attendance

Students are required to attend all scheduled classes and flights. This includes Orientation, Fingerprinting or other regulatory appointments (if applicable), FAA medical and all other activities scheduled for you in ETA.

US Students must comply with the US Cadet Attendance policy (Ref Procedure KFF-O-F005)

International Students must comply with the Non-US Cadet Attendance Policy (ref: Student Attendance/Leave Policy v1 8/9/16)

## United States & Arizona State Laws

Students are required to obey the United States and the Arizona State laws. Ignorance is not an excuse in the eyes of the law.

Students should especially understand and obey the Federal Aviation Administration (FAA) regulations, as well as the local laws regarding the use and consumption of alcoholic beverages. The minimum age for the consumption and purchase of alcohol is twenty-one (21) years of age.

If a student is in violation, arrested, or in any kind of trouble with the law, he should contact the school as quickly as possible.

## Flight School Rules

Know and obey the FAA regulations, as well as the CAE Phoenix Aviation Academy rules, which are stated in the Program Operations Manual for the Phoenix academy.

We expect professional and courteous behaviour from our cadets within all the CAE Aviation Academy's training and accommodation facilities.

# We are here if you need us

CAE looks forward to welcoming you to Arizona. Our administration and flight operations staff will be on hand and glad to help you during your stay. We wish you many successes in the coming months as you pursue to becoming a professional airline pilot. We hope that your aviation training experience in Phoenix will be one that you thoroughly enjoy and that the memories you take home with you will last a lifetime!





CAE Phoenix  
5010 E Falcon Drive, Suite 201  
Mesa, AZ 85215 USA  
  
+1-480-948-4515  
[phoenixacademy@cae.com](mailto:phoenixacademy@cae.com)