

OXFORD CONTACT NUMBER: 01865 841234, Option 6

Student Absence Policy

CAEOAA 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 CAEOAA.

1. Policy on Student Attendance

CAEOAA 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 Absence

Planned absence should be reported as far as possible in advance by submitting a leave application form to the Course Mentor (CM) which must be countersigned by the (D)CTKI . 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.

A student can telephone the academy to report an absence or send an email to the student services team as detailed below;

CAEOAA Oxford

Tel: 01865 841234, Option 6

Email: FTO-Oxfordcustomerservices@cae.com

CAEOAA Brussels

Tel: 0032 27525758

Email: dorien.vanesshe@cae.com

CAEOAA Mesa

Tel: 001 4809484515

Email: Francisca.montiel@cae.com

You do not need to disclose the reason for your absence unless you feel comfortable and wish to do so.

You will be required to report daily unless medically suspended from training with the relevant supporting evidence.

3. 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.

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- 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 CAEOAA managed accommodation) will take place.
- Day 2 or thereafter - Contact with your next of kin.

4, 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. All training 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.

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 counselor.

Where a student believes the cause of the absence is particularly sensitive, the information should be submitted to CAEOAA 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?

CAEOAA 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.

CAEOAA work with Canada Life to provide both private 'Health and Wellbeing' assistance and access to a 'Best Doctor' service.

Health and Wellbeing Assistance

An independent counselling service that is available 24 hours a day offering a free, confidential service by telephone or online. Telephone contact is available (within the UK) on 0800 9179330 or online by logging on at www.firstassistonline.com, password 72221.

More information available online at <https://firstassist.fitness2live.co.uk>

Best Doctor Service

Best Doctors is a confidential service that provides independent medical information, advice and recommendations – helping to assure you, should you need it, to complement medical treatment. Telephone contact available (within the UK) on 0800 0856605 or online by logging on at www.askbestdoctors.com, click 'register' and select 'employee benefit Canada Life' as the company.

Confidential Student Services are available at each site and can be requested privately at any time.