



POLICY AND PROCEDURES

Registration Procedure

- An applicant must be at least 18 years of age at time of registration or date course starts.
- All registration requirements must be met including any written test, physical test and pre-requisites courses with valid certificates to be accepted into the course.

Registration for Scheduled Courses

- Registrations from our Calendar are accepted until the courses start with the cancellation and refund policy becoming effective at time of registration.
- Acceptance to most courses is on a first qualified, first accepted basis unless otherwise stated.

Confirmation of Acceptance

- All applicants will receive a written confirmation in their registration package notifying them of acceptance into the course along with Course Policies and Procedures.
- If a course is currently filled, applicants will be notified of alternate dates or the option of a waiting list.

Fee Payment Procedures

- Fees stated in this calendar are effective as of January 1, 2010 and are payable in Canadian Dollars, applicable taxes are excluded.
- Tuition and registration fees are due at time of registration.
- Applications will not be processed without payment.
- We accept payment by certified cheques, money order or Visa and MasterCard.

Certified cheques or money orders must be made payable to **Greater Toronto Airports Authority**. Do not send cash through the mail.

Cancellation/Refund Procedures for Scheduled Courses

- Payment must be made when registering for courses. We reserve the right to cancel seven days prior to any course in which the minimum registration is not achieved.
- Refunds are calculated as of the official date of withdrawal from the course.
- A refund will only be considered with written notification and will be assessed in accordance with the timelines of the cancellation policy.

Cancellation Policy

- Students withdrawing with 30 days or less before a course starts will not receive a refund.
- Students wishing to transfer to another date may do so but will be required to pay a \$25.00 processing fee.
- When GTAA cancels a course, students may transfer to an alternative date or course fees will be fully refunded if requested by a student.

Courses with Pre-Course Material – Refund/Cancellation Policy

- Written notice of withdrawal from training must be received 30 days prior to mail out date as stated in course schedule to receive a 100% refund.
- Withdrawal from a course after pre-course materials have been sent out - 50% refund

- Withdrawal from a course during the first 14 days of the pre-course material program - no refund

Attendance

- Courses run Monday to Friday from 0800 to 1600 hours.
- Attendance is mandatory unless otherwise excused with permission from staff.
- Any absence of more than 4 hours in a short course of 2 to 5 days may result in suspension from the program.

Tests or Examinations

- A passing score of 70% is required for all written tests or examinations

Lunch:

- Fridge and microwave are provided for student use or meals are made available through catering services.

[Application Form](#)

[Campus Directions](#)