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Introduction

Among the factors that contribute most significantly to safe, efficient and profitable operation in the aviation industry is the competence of the management and staff who maintain aircraft and equipment. It is therefore imperative that the personnel involved or would be involved in aircraft and equipment maintenance undergo a thorough and continuous training and learning experience that only aim at achieving the highest standards of excellence.

AFAQ Institute of Aviation Technology (AFAQ), as the foremost internationally accredited aviation technology institute in the Middle East and Asia, recognizes the importance of the effectiveness of its educational & training functions. To be truly effective, we must embrace a holistic approach in preparing a student to be a competent employee. We must consistently upgrade the knowledge and skills of the employee in a planned manner.

This document details the procedures of AFAQ function and must be used in conjunction with the approved Maintenance Training Organization Exposition (MTOE).

Mission/Vision

We conduct quality education and training that responds to the needs and challenges of an ever-demanding aviation industry by promoting knowledge, skills, ethics, creativity and critical thinking necessary for professional competence.

We adhere to the highest standards of safety and international laws and practices with emphasis on social and ecological awareness.

We aim to be the best Educational & Training institution in the field of Aviation Technology by providing our students with opportunity to engage in lifelong learning and enable them to be career directed, productive, adaptable and fulfilled individuals.

Accreditation

The European Aviation Safety Agency (EASA) is the centerpiece of the European Union's strategy for aviation safety. Its mission is to promote the highest common standards of safety and environmental protection in civil aviation.

One of the Agency's main tasks is authorizing and closely monitoring accredited organizations that conduct trainings and certify licenses in civil aviation to ensure standardization of programs and uniform implementation of European aviation safety legislation in all member states.

Academic Information

The basic courses comply with the standards and requirements of European Aviation Safety Agency (EASA) Part 66 and Part 147 and include the following:

Category A - Aircraft Technicians

Category B1.1 – Mechanical Engineers

Category B2 – Avionics Engineers

For a Category A license you will need one year practical maintenance experience on live operating civil registered aircraft

For Category B1 and B2 Licenses you will need two years practicing experience on live operating civil registered aircraft.

General Regulations for Students

1. Students are required to comply with the rules specified below.
2. Lecturers, Instructors, staff and all other students must be addressed with Respect. The following actions are considered disrespectful:
 - 2.1 The use of obscene or profane language or gestures to anyone in the training premises.
 - 2.2 Deliberate refusal to comply with a reasonable directive from a member of the training staff.
 - 2.3 Participation in any untoward activity which disrupts the training process.
 - 2.4 Display of unpleasant or inappropriate postures in the classroom (such as sitting in a slouch position or elevating legs on the table, etc.).

General Regulations for Students (continued)

3. The use of mobile phones is not allowed during classes or workshop activities:
 - 3.1 Calls may be made or answered during the breaks or before and after classes.
 - 3.2 Parents or relatives calling for emergency cases may direct their calls to the reception.
 - 3.3 The instructor's workstation shall not be used without the instructor's permission.
 - 3.4 Playing or viewing of videos not related to aviation or any particular topic in the lesson is not allowed.
4. Wearing of proper uniforms that are provided annually by the institute to each student i.e. two trousers, three white shirts.
 - 4.1 Complete student uniform must be worn at all times. Complete uniform includes:
 - ▶ White shirt, long/short sleeves with two golden bars on both shoulders. (for men)
 - ▶ Black sleeveless blazer with two golden bars on both shoulders over white long sleeved shirt. (for ladies)
 - ▶ Black tie (optional)
 - ▶ Black trousers
 - ▶ Black belt
 - ▶ Black shoes
 - 4.2 Any use of unspecified piece of clothing to substitute any of the abovementioned is considered a breach of the uniform code.
 - 4.3 Any additional garment or accessories (i.e. cap) while in uniform must not be worn unless approved.
 - 4.4 Unconventional way of wearing the shirt (i.e. folding the sleeves up, tacking out shirt) or any other piece of the uniform is not allowed.

General Regulations for Students (continued)

5. Punctuality must be observed.

5.1 Attendance shall be checked before the class starts and after the break.

5.2 The minimum required attendance percentage is 90% for all modules.

5.3 An alarm letter will be issued when the attendance is close to the limit.

5.4 A letter of disqualification of attending the exam will be issued when the attendance exceeds the allowable limit.

6. Cleanliness and order must be maintained.

6.1 Eating and drinking beverages inside the classrooms are prohibited.

6.2 Loitering around areas that are restricted must also be avoided.

7. Any outburst of violent behavior, participation in any illegal activities, or demonstration, which disrupts the educational process are strictly discouraged. The following behaviors are considered violent and/or illegal:

7.1 Threatening, harassing, intimidating, or blackmailing school staff, students, or other persons.

7.2 Shouting or causing noise that disturbs the class.

7.3 Willfully hurting/assaulting others or engaging in a fight.

7.4 Deliberate destruction of training properties and equipment.

7.5 Theft of institute or private properties.

7.6 Distribution of pornographic and other offensive materials.

7.7 Knowingly possessing, transporting, or transmitting any firearms, knives, explosives, or other dangerous objects or substances.

7.8 Possessing, using, transporting, transmitting, or consuming dangerous drugs and alcoholic beverages.

General Regulations for Students (continued)

8. Languages:

- 8.1 English is the official language in the classrooms.
- 8.2 Arabic must be used only in times of necessity, such as explaining complicated concepts or using words that have no English translation.

9. Students/Trainees who are within AFAQ premises must comply with the pertinent rules and safety regulations set forth by AFAQ, whereas applicable.

10. Any violations of these regulations shall be dealt with accordingly by the Institute Disciplinary Committee.

11. Any violation incurred shall be treated with the following disciplinary actions depending on the gravity of the offense as perceived by the Institute Disciplinary Committee.

- First Violation - Verbal reprimand (**instructor or staff**)
- Second Violation - Written reprimand (**disciplinary committee**)
- Third Violation - Suspension/Expulsion (**disciplinary committee**)

AFAQ Library

1. The goals of AFAQ Library are to:

- 1.1 Provide a collection of instructional materials that support and contribute to the program.
- 1.2 Provide materials and reference services for the completion of class assignments, homework, and for individual personal growth.
- 1.3 Provide a pleasant environment for the pursuit of both personal and educational growth.

2. Library Hours and Assistance

- 2.1 The library opens at 8:00 A.M. and closes at 2:30 P.M., Sunday to Thursday.
- 2.2 The Librarian is in-charge of all the books, manuals, equipment and other materials in the library. He is available to assist all students and staff, who wish to use the library facilities.

3. Library Rules

- 3.1 Users failing to comply with these rules or who behave inappropriately will be asked to leave the Library immediately.
- 3.2 Any subsequent incidents will be subject to a fine or referral to the Institute Disciplinary Committee for consideration within the terms of the appropriate Institute disciplinary procedures.
- 3.3 Rules
 - 3.3.1 Access to the Library is restricted to staff and students of AFAQ only.
 - 3.3.2 Appropriate behavior is required in the Library. Users are expected to maintain a courteous atmosphere and respect the rules of the institute.
 - 3.3.3 Silence must be observed in the library. The use of mobile phones is prohibited. Phones should either be switched off or set to silent ring mode. Calls may be made or taken outside the library.
 - 3.3.4 Bags are allowed in the Library at the discretion of the library in-charge and are subject to inspection if required. All personal possessions should not be left unattended. The Library has no responsibility in case of damage to or theft of personal property.
 - 3.3.5 Smoking and the consumption of food, drink, and gum is not allowed in the Library.

AFAQ Library (continued)

- 3.3.6 Laptops or other personal equipment should not be used without the prior permission of the library in-charge.
- 3.3.7 The removal of any material from the Library must be properly authorized and recorded. Damage to, or unauthorized removal of, material could lead to a fine or disciplinary action.
- 3.3.8 Fines are charged on overdue items (500 fils per book per day). An item is considered overdue when it has not been returned after the 5 day extension period.
- 3.3.9 Users are responsible for material borrowed and its return by the due date. They will be required to pay for any damage to, or loss of, material borrowed at replacement cost.
- 3.3.10 Borrowing rights are withdrawn as a result of unsettled dues incurred as fines for overdue loans and payment for damage or loss.

4. Borrowing Guides

- 4.1 Get a form from the library in-charge. Fill in your information, the title and reference number of the book/manual.
- 4.2 A user can borrow up to two (2) books or manuals for two weeks (14 days including holidays). He/She can renew up to another two weeks unless the book/manual has been reserved by another user.
- 4.3 An overdue material is given a five-day extension period. A user will be notified verbally for overdue materials. All obligations should be cleared as soon as possible.
- 4.4 In making a reservation, inform the library in-charge about the title of the book/manual and he will give you the availability date of the material.

5. Internet Guides

- 5.1 To use the internet in the library, arrange the schedule with the Library in-charge.
- 5.2 Up to 4 people are allowed to use one PC in the library.
- 5.3 A user or a group of users are allowed to use the PC for a maximum of 1 hour.
- 5.4 Users are prohibited to play games, download/upload obscene photos or videos, and surf websites not related to the study. Personal chatting and online gaming are also prohibited.
- 5.5 The above mentioned rules and guidelines are subject to periodical reviews and revision.

Student Council

The student council objectives are as follows:

- Establish a clear explicit, communication channel between management, students and instructors to relay all students' issues of concern.
- Organize extracurricular activities such as field trips, picnics, practical, tutorials, mock exams etc to make studies more interesting and improve performance levels.
- Create a social network to exchange ideas, improve the life of students at AFAQ.
- Help students cope with the pace of studies and support them in achieving their certification with all possible means.

The Disciplinary Procedures

1. The Disciplinary Committee (DC) is a specialized committee formed to deal with the student discipline problems and issues in the Institute. Its main functions are:

- 1.1 to implement the Institute's rules and regulations;
- 1.2 to review and amend specific regulations or guidelines in implementing rules; and
- 1.3 to evaluate indiscipline cases and charges before enforcing any appropriate disciplinary actions.

2. DC members are composed of the following personnel:

- Senior Instructor
- HR & Student Affairs Officer
- Assigned Instructor

3. Discipline Procedures

3.1 Students Indiscipline Report

Students who repeatedly display any acts of indiscipline as stated in the General Regulations will be reported by the Lecturer/instructor through the Students Indiscipline Report (SIR) Form.

3.2 The instructor lists down the information about the student/s, the act/s of indiscipline observed and the action taken according to the instructor's discretion.

Discipline Procedures (continued)

- 3.3 Actions taken vary from:
- VR Verbal Reprimand
SO Send-out of the Classroom/Institute
IC Informal Counseling
DC Discipline Committee
- 3.4 Upon receipt of the SIR form, the DC decides as to the gravity of the offense. Simple offenses require Informal Counseling, and Issuance of Written Reprimand.
- 3.5 Reprimands in written form shall be placed in the student's personal file and shall remain there for a period of six months. This probationary period is given for students to re-examine their behavior and show a more mature and disciplined attitude.
- 3.6 A Written Reprimand will be removed from the student's personal file when the probationary period ends and there is no more additional indiscipline act reported against him/her.

4. Offense During Probation

If a student committed another offense while on probation, he/she will go through more rigid disciplinary measures as deemed necessary by the DC.

- 4.1 The following are the major disciplinary measures:

- 4.1.1 **Counseling** - a series of guidance counseling sessions prescribed to a student under probation or those who have served suspensions. All other student privileges will not be suspended during counseling.
- 4.1.2 **Suspension** - exclusion from AFAQ privileges for not more than ten consecutive training days provided such exclusion shall not extend beyond the end of the academic year in which such suspension is imposed.
- 4.1.3 **Expulsion** - exclusion from students privileges for more than ten consecutive working days. Such period of exclusion may extend to the academic year following the academic year in which such exclusion was imposed and may lead to complete termination from the institute.

Guidance and Counseling

The institute offers the following services to provide students with the time and opportunity to talk to a counselor about the issues concerning their academic, career, and disciplinary problems.

1. Academic Guidance

It is a program that provides individual assistance to students who have difficulty coping up with the modules. Students who are advised to undergo this program need to improve their study habits. They must attend supplementary tutorial classes if the need arises.

2. Career Guidance

It provides assistance on problems concerning the program of study. It also gives students a clearer picture of their career paths. Students who need career guidance experience certain difficulties in making choices. The program helps them decide.

3. Guidance Counseling

There are two (2) types of counseling:

3.1 Informal Counseling

It is given by the concerned instructor to any student who failed to abide by certain rules. These violations are viewed as minor and negligible, but not that insignificant to escape an instructor's eye.

- 3.1.1 The instructor calls the student for a private conversation and discusses the elements of the alarming action or behavior displayed by the student.
- 3.1.2 The instructor suggests ways for the student to improve and keeps an open line of communication with the student.

3.2 Formal Counseling

This is imposed on students who are under probation. A student will go through the counseling phase after serving a certain period of suspension from certain violations. The length of the counseling period varies according to the following guide:

3.2.1 One-day Suspension

This requires three (3) counseling sessions. Each session lasts for an hour and shall be administered within a period of one week.

Guidance and Counseling (continued)

3.2.2 Three-day Suspension

This suspension requires six (6) counseling sessions. Each session lasts for an hour and shall be administered within the period of one month.

3.2.3 Suspensions of more than 3 days

This requires twelve (12) counseling sessions. Each session lasts for an hour and shall be administered within a period of three months.

3.3 Counseling Records

All formal counseling sessions shall be documented and filed in the students' counseling record. This record shall be dealt with high confidentiality.

Training Performance Evaluation

1. Students' Performance

Students' performance will be evaluated during each module. The instructors handling the students during this period will evaluate them according to their attendance, discipline, interest, and attitude towards learning. The main purpose of the evaluation report is to keep students and their families informed about their overall performance to avoid failures and promote progress in learning.

2. Teachers' Performance

Lectures Performance Appraisals for the instructors will be conducted by the QA twice a year. Feedback on these appraisals will determine training needs for the trainers.

Examination Policy

As per the EASA approved Maintenance Training Organization Exposition.

Student Records

The institute maintains student records which include a listing of modules taken, levels of achievement, attendance, and other data including Examination scores. These records also include name, parent's name, address, birth date and any information recorded in any way that is directly related to a student and maintained by the institute.

Health & Safety

Safety is taught in all shops, laboratories and classrooms. Each shop, piece of equipment, and job has a safety procedure, which must be followed carefully. Any student found not observing the safety procedures will be subject to disciplinary action. Safety shoes, ear defenders, and overalls must be worn at all times during practical training. Safety glasses must be worn in all specified areas. (Safety lenses must have a minimum thickness of 3.0 millimeters, properly monogrammed, and mounted in a safety frame). For those students who wear glasses, prescription safety glasses are required. Common sense and good judgment by all will prevent any problems in these areas.

Entry Requirements & Fees

Open to all successful graduates of secondary school science/technical streams or private schools equivalent.

Official documents required are as follows:

- ❖ Copy of graduation from secondary school certificate
- ❖ Copy of final scores i.e. level 10, 11 and 12
- ❖ Copy of CPR (student and parent)
- ❖ Completed application form

Fees and means of payment are mentioned in the agreement between AFAQ and the sponsor.

Course Modules

The modules required will depend on the category of license sought:

- Module 1 Mathematics
- Module 2 Physics
- Module 3 Electrical Fundamentals
- Module 4 Electronic Fundamentals
- Module 5 Digital Techniques
- Module 6 Materials and Hardware
- Module 7 Maintenance Practices
- Module 8 Basic aerodynamics
- Module 9 Human Factors
- Module 10 Aviation legislation
- Module 11 Aeroplane aerodynamics, structures & systems
- Module 13 Aircraft aerodynamics, structures & systems
- Module 14 Aircraft instruments
- Module 15 Gas turbine engine
- Module 17 Propellers

Learning Facilities

All courses are conducted using traditional instructor led classroom training methods, making full use of state-of-the-art training technologies and teaching methodologies.

The instructors are highly qualified and have in-depth experience of the aeronautical sector.

The required skills training is done in AFAQ own hanger/ workshop facilities.

Directory of Resources

Manager Quality Assurance

Mr. Shaker Kamal

Senior Instructor

Mr. Adel AlMeawaly

Administration Manager

Mr. Hasan Yusuf

HR & Student Affairs Officer

Mrs. Khulood Khalaf

Chief Accountant

Mr. Favaz Zakkhir

Instructors

Mr. Ronaldo Bendano
Mr. George Benwey
Mr. Mohamed Sayyar
Mr. Ahmed ALKoheeji
Miss Fajer Mufeez
Mr. Osama ALBalooshi

Discipline Committee

Mr. Adel Almeawaly - Chairman
Mr. Khalid Khalaf (GAA) - Member
Mrs. Khulood Khalaf - Member