

REGISTRATION

Everybody (individual and/or company) can register at Heli-Safety-Academy (hereafter called HSA) for trainings and/or exams if the conditions set are met, and this by means of a purchase order, mail or registration directed at www.helisafetyacademy.be (open trainings/exams), by exception by phone.

HSA enables individual participants on a regular basis to participate in organised exams. This happens without additional conditions being imposed to the participants such as the obligatory following of training, or the obligatory purchase of a course book. Moreover, the exams are offered at adapted conditions such as prices corresponding to time span of an exam, point in time, and general conditions for participation.

The subscriber must provide the data of the contact person.
The person responsible for planning of the HSA secretariat will after consultation with employer/client set the date whereupon the training and/or exams can be organised.

RECEPTION

Participants must present themselves 15 minutes before the starting hour of the training/exam at the main entrance of HAS, Wetteren or Boom.

Participants who foresee to be late must inform the HSA secretariat of this (before the starting hour). They must be able to present a valid reason for this.

Participants who cannot attend because of valid medical reasons, can present a copy of a sick note and will be transferred without additional costs to another training/exam at another date agreed between the departmental responsible and the employer.

Participants who do not notify timely do notify but without valid reason being offered, or who cannot provide a valid medical reason, do not have the right for free re-planning of the training/exam, and can only re-register using a new registration.

ATTENDANCE

Participants must attend the complete training and/or exam.
They cannot be exempt from neither theory nor practice, except in these cases as foreseen in the Register Risk Bearing tasks or other.

They receive a form for their personal data, an attendance list and hand-out before the start of training or the exam. On this, all administrative data are filled in. HSA guarantees the utmost secrecy concerning these data and will never pass them over to third parties, for whatever purpose whatsoever.

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They cannot leave the training/exam without explicit consent from the instructor and this only after a valid request from the participant, except in case of force majeure. If a participant should still do this, then the instructor will establish this and notify same to the departmental responsible, who passes this in her turn on to the employee or client. The participant will because of this finding also be judged as not passed.

Participants who were not able to attend part of a training/exam because of a medical problem can without extra costs follow a training/exam on another date agreed between the departmental responsible and the employee or client.

PROOF OF IDENTITY AND MEDICAL TEST

At the start of the training/exam, the participants must present spontaneously their identity card for checking.

By signing the offer, the employer/client declares automatically that his employees or participants comply with the medical tests since this is their responsibility.

PERSONAL MEANS OF PROTECTION - PMP'S

HSA puts the following PMP's free of charge and in limited quantities at the disposal of their candidates, only in case that the participants did not bring them:

- Safety gloves (if necessary for the practical sessions);
- Safety helmets (if necessary for the practical sessions);
- Safety goggles and hearing protection (if necessary for the practical sessions);
- Possible other means such as e.g. safety catches etc...

Candidates without the necessary PMP's, depending on the training, cannot participate in the practical sessions.

The necessary PMP's per training are listed in the standard offer.

DAY SCHEDULE

The training is, except when otherwise agreed, organised between the hours 8.00 am and 4.30 pm. Both in the morning and the afternoon a 15 minute break is foreseen. Lunch pause therefore lasts half an hour.

In mutual consultation with the employer/client deviation from this standard is possible.

Also in case of external training these times can be adapted in function of the needs of the employer/client. The break and lunch pauses foreseen must however be respected.

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For weekend work or night work a supplement is calculated, and the necessary provisions are taken in consultation with the departmental responsible from HSA and the employee/client.

The hours of the exam are scheduled in advance by the exam centre, the exam cannot start before the scheduled hour. The exam cannot start later than 30 minutes after the scheduled hour. The maximum prescribed exam duration, if applicable, cannot be exceeded.

TRAINING/EXAM ROOMS - AREAS

HSA foresees in fully equipped rooms for theoretical training and/or exams. Also one area for practical training and/or exams is foreseen. These rooms and areas can only be entered when accompanied by an instructor/examiner or his delegate.

The didactical materials can be used freely in these rooms/areas, but must be handled with due respect and care. Possible damage comes to the account of HSA, except when evil intent can be called upon; in such case the damage is recouped from the participant. The participant must notify the damage immediately to the instructor/examiner. All didactical material must always be returned neatly in their proper places.

All participants can make free use of:

- Refectory;
- Sanitaire rooms;
- Car park.

All other rooms and area are not accessible for the participants except after agreement from an authorised person within HSA or Heli nv. Also the means of communications from HSA or Heli nv can only be used after consent by an authorised person.

FEEDBACK

Using a feedback system, HSA keeps the employer/client informed of the course of the project using an interim evaluation drawn up by the instructor/examiner of his group.

At the end of the training/exam, the HSA secretariat will draw up a file. This contains amongst other things the list of attendance, personal data of the trainees, hand-outs, recovery codes, individual evaluation of the training, results gained by trainees, and the certificates.

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The certificates are sent at the employer/client within 5 days after receipt of the payment of the invoice involved. If a trainee does not pass, then the employer is notified.

RT : At the end of the training/exam, the instructor/examiner will discuss with the participants the training/exam and the points of interest. The participant will also be informed by him about the further course of the project and the finalisation of same. The participant is informed concerning the either or not passing of the exam, but the results themselves are not given. Correction of the exams is done in private seclusion.

MEALS

HSA have a refectory at their disposal where the participants can eat their personal packed lunch or the rolls foreseen by HSA free of charge. There is possibility for free coffee (limited), soft drinks (limited), and/or water (unlimited)
No drinks can be taken along when leaving the HSA site.

Prepared rolls are foreseen by HSA if desired, and are included in the price of the exam of training, except when agreed otherwise. The participant can order a roll before 9.30 am; the instructor/examiner will hand over a list of rolls whereon the choice can be marked.

After lunch, the participants must leave the refectory in a clean state, and throw the waste in the appropriate waste containers.

EVALUATION

At the end of the training/exam the candidates are asked to complete a personal evaluation form. These forms can also be completed anonymously.
It goes without saying that these are also treated with the utmost discretion.

They are used to guarantee the continuous improvement in the framework of the Q4-policy. They are also kept per training and discussed during the board meeting.

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GENERAL

All candidates have free insight in the HSA regulation and the exam regulation VCA and non-VCA, of which a copy is foreseen in the Dutch, French and English languages in the theory rooms. At written request the HSA regulations and/or the exam regulations can also be forwarded.

The regulations are also available for the public via the internet.

Filling in personal data and signing the list of attendance by the participant includes the acceptance of the regulations. The employer/client accepts same by signing the purchase order.

Also, the overall observance of the regulations and the application of same can be checked at all given moments by the instructor/examiner or his delegate.

The participant will be informed by the instructor/examiner about the practical stipulations of the training/exam and the course of same. The practical information will also be passed on to the employer/client when registering for a training/exam.

SECRETARIAT

The HSA secretariat assures the processing of the following:

- Reservations;
- Lists of attendance
(are forwarded by fax every day to the administrative seat);
- The intermediate feedback via the feedback system;
- The evaluation forms of the participants;
- The synthesis of the evaluations;
- The input of data in the registration system of evaluations;
- The input of matrixes;
- Reporting towards the clients;
- Input certificates in the databank;
- Drawing up certificates of professional training;
- Archiving documents on hard copy (all documents are kept for 3 years);
- Archiving digital documents and data that are kept for 10 years at the seat of van HSA in Wetteren.

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FACTURATION

Invoices are issued after the first day of training unless otherwise agreed.

CANCELLATION

In case of cancellation by the client, the following terms will be applied:

- 50% in case of cancellation of less than 10 working days
- 100% in case of cancellation of less than 5 working days

If illness can be demonstrated by means of a sick bill, the invoice must be paid, but the participant can be rescheduled in another training in consultation with HSA.

HSA reserves the right to cancel or reschedule training without being held liable. It undertakes to find a solution to this in joint consultation with the client.

PARTICIPANTS

Participants must be aware that no physical demands are imposed; but that active involvement is necessary and that no release from practical exercises is given.

The participants must always foresee the following:

- Working clothes;
- Writing materials;
- Personal means of protection in function of the training.

Participants can ask their questions or voice their remarks at any given moment at the instructor/examiner or the departmental responsible.

INSTRUCTORS/EXAMINERS/MEMBERS OF THE JURY/SUPERVISORS

For each task (training and/or exam), HSA appoints a qualified instructor/examiner. The qualification of the instructors is laid down in the competence matrix for instructors/examiners.

For each training/exam a qualified multilingual HSA instructor/examiner is brought in. They all speak Dutch.

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In case of non-VCA or RT training, the instructor/examiner is also the person holding the exams. He will do this according to the rules of the exam regulations VCA or RRT and engages to be objective when holding the theoretical and practical exams. To ensure objectivity, HSA uses for all exams (both theory and practice) evaluation matrixes. These matrixes are based upon the final attainment levels VCA, register risk bearing tasks (BeSaCC vzw) or other demands.

Members of the jury and/or examiners are charged with supervision on the honest and regulatory course of the exams and the evaluations. This task can also be carried out by an instructor/examiner; the instructor can be replaced by another instructor/examiner. In the case of non-VCA trainings and exams, the instructor/examiner is also a member of the jury. Members of the jury can at VCA trainings, if they have not been instructor/examiner also act as supervisor.

COACH AND/OR DEPARTMENTAL RESPONSIBLE

The coach or the departmental responsible coaches and evaluates both internal and external candidate instructors/examiners.
He himself is a member of the jury, examiner and supervisor.

EXAM REGULATION

See separate examen regulation in 3 languages Dutch+FR+ENG and also the presentation of the course of the exams.

SMOKING

Smoking is only allowed outdoors, at the places indicated. In the rooms and other areas smoking is strictly prohibited. Persons who, after a warning still do not adhere to this regulation, are immediately excluded from further attending the trainings/taking the exams.

DRUGS

The use of alcoholic drinks, drugs or other narcotics within the terrains and the rooms of HSA and Heli nv are strictly forbidden. HSA reserves the right to refuse candidates of which they suspect using one of the before mentioned substances. Abuse will always be notified to the employer/client.

COMPLAINTS

Participant having a complaint can always file same at the secretariat of HSA. Complaints must be formulated in writing and be sent by post or mail to HSA to the attention of the departmental responsible Lindsay Vercruyssen at the following address: Vantegemstraat 9, B-9230 Wetteren, or via email at lindsay.vercruyssen@heli.be.
Complaints will be dealt with using the utmost discretion, and each complaint will receive an

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answer within 14 days after receipt.

In first instance, an amicable settlement or solution will always be sought for. Complaints that are not dated and/or anonymous complaints will not be dealt with.

In case of judicial disputes, only the agreed courts of the district of Gent are competent. All files will be dealt with by the regular solicitor of HSA.

For further information and inquiries, please contact Lindsay Vercruyssen at +32 (0)9/368 80 35 or via email at lindsay.vercruyssen@heli.be.

DISCRETION/CONFIDENTIALITY/SECRECY

HSA guarantees the utmost discretion for all data/evaluations etc., and will not pass these on to any third party for whatever reason.

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