

**Airbus Helicopters, Inc. Training Policies**

Airbus Helicopters, Inc.'s foremost objective is to provide quality training, which enables our customers to operate, maintain, repair and overhaul the helicopter throughout its life cycle. Airbus Helicopters, Inc. offers pilot and technician training for each model in the current production line. Ground school instruction utilizes video, audio, and computer aided training methods. Maintenance courses consist of both theoretical and practical applications. Flight training is offered for Transition, Recurrency, Night and NVG training, and is either provided in the helicopter, and/ or a simulator. Off-site training at the customer's location may also be arranged.

**General Information**

An enrollment form must be completed before any training is scheduled. Customers, who do not have a current direct billing account with Airbus Helicopters, Inc. must provide a credit card number, or arrange for advanced payment at least 2-weeks prior to the training course.

It is recommended that requests for training be submitted at least 60 days in advance for scheduling purposes. All in-house training must have a minimum of 3 students for Pilot Training, and 5 students for Technical Training. Airbus Helicopters, Inc. reserves the right to cancel courses that do not have the minimum attendance. Training materials are issued in electronic format only- students may access the training material upon enrollment confirmation.

On the first day of class, customers are provided with an identification badge. Badges are to be worn at all times while on the premises.

Dress code is business casual attire. For safety reasons, we ask that customers wear closed-toed shoes, as they will tour the facility and different workshops during the course program. For flight training, it is recommended that customers bring a headset/ helmet, and if they prefer a flight suit, knee board, and gloves. Customers are not allowed to visit any of the workshops or the flight line without the company of authorized Airbus Helicopters, Inc. personnel.

Photography of aircraft undergoing maintenance or flight testing is not authorized.

Maps and hotel information can be found on the company web site at [www.airbushelicoptersinc.com](http://www.airbushelicoptersinc.com)

Training staff is available to assist with travel logistics upon request.

Class start times may vary. Students are advised to read their confirmations of enrollment thoroughly, as it details start and end times, as well as additional specifics that pertain to their training. Generally, lunch is observed from 11:30 to 13:00. There is no cafeteria located on the premises, however, there are numerous restaurants located within a short drive. The Training Center has vending machines, as well as a microwave and a refrigerator available for customers' use. Free coffee and popcorn is provided daily.

**Cancellation Policy**

Cancellation of enrollment received more than 10 business days before the start date will avoid tuition assessment. Cancellations received between 5 and 10 business days before class date will be assessed 50% of full tuition (including flight training). No-shows and cancellations received less than 5 working days before class date will be assessed full tuition charges for that class.

In addition to the terms above, cancellations made at any time for training scheduled at the customer's location will be assessed cancellation charges for airfares.

All cancellations must be in writing.

All pilot and/or technician training, services or classes provided by Airbus Helicopters, Inc. or its instructors are subject to any delays or interruptions that are due to force majeure conditions due to causes beyond Airbus Helicopters, Inc.'s reasonable control, including, but not limited to, acts of God, fire, floods, accidents, adverse weather, breakdown of machinery, illness, shortage of materials, or compliance with any law, regulation or order of a governmental agency. Airbus Helicopters, Inc. reserves the right to notify customer of the occurrence of any force majeure condition that, in its sole discretion, is the cause of such excusable delay. In the event of a force majeure condition, the services and/or classes will be extended or, if required, rescheduled for the first available opening. Airbus Helicopters, Inc. will not be liable for any costs, claims, or damages to customer or its employees arising from delays or interruptions caused by any force majeure condition.

**Off-site training**

All travel arrangements including hotel, airline and rental car reservations will be made by Airbus Helicopters, Inc. Instructors will only use rental car agencies arranged by Airbus Helicopters, Inc. for transportation while at the customer's location. Instructors are not authorized to use vehicles provided by customers.

Travel days will be billed to customers at the published daily rate. Total travel time (including air, taxi, rental car and POV) will be at the customer's expense. Any travel less than 4 hours will be billed at one-half the daily rate. Any airline fees assessed for changes in airfare due to change in training dates requested by the customer, or flight delays not caused by Airbus Helicopters, Inc. will be billed to the customer.

Customers need to provide a meeting room for conducting classroom instruction. Airbus Helicopters, Inc. will provide the audio visual aids required for the classroom presentation, as well as any study materials.

Any flight training conducted in the customer's aircraft will be at the discretion of the Airbus Helicopters, Inc. flight instructor. All aircraft must be fitted with dual controls and operating intercom system. All touch down autorotations will be a hard surface; therefore customers need to provide carbide skids. Airbus Helicopters, Inc. is not responsible for any wear or damage to the aircraft landing gear.

Customers requesting flight training to be conducted in their aircraft will need to sign Airbus Helicopters, Inc.'s Training Agreement, as well as provide a copy of their insurance certificate, showing Airbus Helicopters, Inc. as an additional insured party. CUSTTRAIN/19-01-F25 12/19/2013 2

## **Pilot Training Policies**

### **General**

Flight training is scheduled on a first-come, first-served basis and will be in accordance with the Airbus Helicopters, Inc. Flight Operations Manual and Training Center Policies. In consideration of unforeseen delays, such as weather or aircraft maintenance, customers who enroll for flight training should be prepared to extend their stay. In the event of such delays Airbus Helicopters, Inc. will not be responsible for any travel changes or cost reimbursements.

Pilot must possess at the minimum a private helicopter pilot license and a valid class three medical certificate. Copies of both must be provided when attending training. Military personnel must be qualified aviators to attend flight training.

For simulator training, Customer will sign the Simulator Training Services Contract. Time leased by Customer will be paid per whole hour booked or reserved, and no unused portion thereof shall have value as a credit. No credit or reduction in price will be given to Customer for any unused time whatsoever.

### **Certification of Pilot Training**

In order for pilots to receive a certificate of training both the ground school and the flight training must be successfully completed.

Any written examinations must be passed with a minimum score of 70 %. No credit will be given for partially attended courses.

Upon completion of the ground schools, pilots will receive the recommended amount of flight instruction per type aircraft. Although there is a recommended average flight time per aircraft type, the exact number of flight hours required to complete the flight training will be the discretion of the flight instructor.

No certificates will be issued for courses requiring pre-requisites if said pre-requisites have not been met.

No certificates will be issued for flight training performed without having attended and completed the ground school.

## **Technician Training Policies**

### **General**

Training is scheduled on a first come first serve basis. Courses in addition to the regular training schedule will be scheduled based on instructor availability and customers' requirements.

Technicians must either hold an A&P license, be in the process of obtaining an A&P license, or show previous airframe work experience. Military personnel must be qualified maintainers in order to attend maintenance training.

### **Certification of Technician Training**

In order for technicians to receive a certificate of training they will need to attend the entire course as outlined in the programs of instruction, and pass the written examinations with a minimum score of 70%. Upon completion customers will receive an Airframe Field Maintenance certificate in the intermediate level, as outlined in the maintenance levels of instruction.

Courses conducted at the customer's location will be theoretical only, unless the customer will provide all training aids and tools, as well as an aircraft, as outlined in the program of instruction. Upon completion, customers will receive an Airframe Maintenance certificate in the organizational level, as outlined in the maintenance levels of instruction.

No credit will be given for partially attended courses.