



Student Handbook

2025-2026



Statement of Nondiscrimination

The policy of Mauna Loa Helicopters (MLH) assumes that no person in the United States shall be discriminated against because of race, religion, age, color, sex, disability, handicap, national origin, marital status, veteran's status, political belief or affiliation, and that equal opportunity and access to facilities shall be available to all.

MLH maintains all student records in confidentiality according to the Family Education Rights and Privacy Act of 1964.

Because of the constantly evolving nature of the aviation industry, course content, learning materials, and/or training schedules may be subject to change with little to no notice; Mauna Loa Helicopters reserves the right to modify the Professional Pilot Program as well as any other individual courses that may be offered. Course changes may include but are not limited to staff, course materials, and equipment. Additionally, because the FAA may at any time change regulations and/or standards, MLH is bound to maintain the necessary standards set forth by this governing power. When MLH does deem these changes to be necessary, each modification will be explicitly designed and diffused to ensure that every student receives only the highest standard of flight training possible. This catalog, as well as any other heretofore bulletins, publications, announcements, or printed and electronic documents are subject to change without notice. Updates to this catalog or MLH policies can be obtained from MLH's President, General Manager, or Student Liaison Officer.

Mauna Loa Helicopters (KOA)
73-310 U'u Street
Kailua Kona, Hawaii 96740
808-334-0234

Mauna Loa Helicopters (HNL)
90 Nakolo Place, Suite 2
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Aloha & E Komo

Mai

{Hello & Welcome}

**A personal message from
our President.**

Ever since Mauna Loa Helicopters first opened its doors, it has been our mission to provide students with the highest standard of individualized flight training available in Hawaii.

As you now embark on this great adventure, it is our duty to provide you with all the necessary knowledge, skills, and experience you'll need to begin a rewarding and successful career in aviation.

We look forward to helping you achieve your dream.

Sincerely,

Benjamin C. Fouts

Ben Fouts

President/Owner

Our History

Since 1992, Mauna Loa Helicopters has provided professional helicopter pilot training, aerial photography and helicopter charters in Hawaii. In the summer of 2007, Mauna Loa began operating scenic tours on the Island of Kauai. Our base operations across the state of Hawaii not only allow for us to take full advantage of Hawaii's spectacular locales, but it also provides enough varied weather conditions and unique challenges that make Hawaii the perfect place to conduct your training.

Our Philosophy

Our prime directive is to help guide our student pilots towards an ultimate path of career success. Mauna Loa Helicopters provides every student the individualized training they need to become a confident professional helicopter pilot. We believe that Hawaii offers an ideal infrastructure for flight training. This includes conveniently located flight practice areas, minimally congested airspace, highly favorable weather conditions, and best of all, one of the most dynamic training environments in the world.

Our Mission

Through proven programs and progressive oversight, Mauna Loa Helicopters trains each student as a distinct individual. We employ only the most efficient and rigorous training practices in the industry. We constantly work to maintain the most advanced training practices available through the utilization of what Hawaii's unique environment has to offer. Every decision we make is anchored with safety as the prime consideration. Our staff prepares each student to become a professional helicopter pilot and holding them to the highest of standards ensures a safe and successful career. We measure our success through the success of our graduates.

Credentials and Certificates

Mauna Loa Helicopters is an FAA approved Part 141 helicopter flight training school. Mauna Loa Helicopters' Professional Pilot Program is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Accreditation provides important benefits and safeguards for students. Proof of credentials and certificates are available for viewing upon request.

***The Professional Pilot Program is exempt from state licensure by the Commission for Independent Education since the institution is an FAA 141 Flight School.*

Facilities and Equipment

MLH students and instructors perform all flight training in our fleet of Robinson R-22, R-44 helicopters and FAA approved simulators. All of our aircraft are professionally maintained by qualified FAA certified technicians who ensure compliance, airworthiness, and maintenance standards with the highest emphasis on safety.

MLH operates twelve Robinson R-22 helicopters, nine R-44 helicopters, a Cessna 172, a Piper Arrow, a Piper Seneca II and 2 Flight Simulators. Each of our locations has private classrooms, computers with internet access, and Learning Resource Systems with materials available for student reference.

In accordance with the Americans with Disabilities Act (ADA), MLH provides students with disabilities special accommodations during their time here at MLH. These accommodations may vary depending on the nature of the request. Students requesting special accommodations must contact Chezerae Fernandez at 808-334-0234 or via email at jacqueline@maunaloahelicopters.edu. Flight training is done one on one, ground lessons and flight instructor will be one student to one instructor.

Instructors

Our instructors are knowledgeable professionals who attend monthly ground training and recurrent biannual flight training. MLH instructors take pride in ensuring that each student receives the individual attention needed to become a successful professional helicopter pilot.

Locations

Mauna Loa Helicopters flight school operates on two islands, The Big Island of Hawaii and Oahu. The Hawaiian Islands are incredible, intriguing and visually stunning. Rich in both history and culture, Hawaii truly represent a melting pot of ethnicities. One would be hard-pressed to find another spot-on earth with such varied terrain and a climate so perfect for flying. What would make one MLH base appeal to a student more than another depends entirely on their lifestyle. Since MLH highly encourages students to train at different bases, we offer an easy to initiate transfer process.

Kailua Kona, Big Island of Hawaii (Main Base of Operations)

Our KOA base is located at the Kona International Airport, just outside the village of Kailua Kona. This location serves as our corporate headquarters and main base of operations. The Big Island is larger than all the other Hawaiian Islands combined. It is a vast and diverse landscape comprised of over 4,000-square miles of land area and is home to over 185,000 people. As is the case with our other islands, there are a variety of ocean-based recreational activities such as kayaking, scuba, snorkeling, body boarding, surfing, as well as a host of other land-based

activities such as hiking, biking, hunting as well as a host of other recreational opportunities limited only by your imagination.

Honolulu, Island of Oahu (Satellite Base)

Our HNL satellite base is located at Honolulu International Airport, the 11th busiest airport in the nation. With four runways and enough traffic to keep pilots on their toes, this Class B airspace ensures that student pilots build the skills and experience necessary to fly anywhere in the world. Oahu boasts the best aspects of city life: a vibrant cosmopolitan population; the excitement of a first-class tourist destination in Waikiki; a myriad of job opportunities; great nightlife; and some of the world's best surfing on the fabled North Shore.

Tuition rates:

Hourly rates listed below

Ground \$58.00

Dual R22: \$375.00

Dual R22 IFR: \$406.00

Solo R22: \$351.00

Dual R44: \$599.00

Dual R66: \$1,089.00

Simulator: \$152.00

External Load: \$699.00

Other Costs to Budget for:

Books & Software \$1,000.00

Medical Exam \$130.00

Written Exam(s) \$150.00

Headset \$850.00

Checkride(s) \$750.00

Initial CFI Checkride \$950.00

Travel Fee for HNL: \$200.00

Due to the continuously changing cost of fuel, a fuel surcharge will be added to each flight. The fuel surcharge will change weekly depending on the cost of fuel, updated prices will be posted on myFBO.

MLH reserves the right to change tuition rates. Administrative staff will provide at least 30 days' notice to all current and new enrolling students. The pricing for "other" costs are averages, and may vary depending on location/brand/and examiner.

Admissions



For information and/or assistance with admissions, please contact our Kona office at 808-334-0234 or our Honolulu office at 808-834-6799 one of our student liaison officers can answer any of your questions or email chezerae@maunaloahelicopters.edu.

Admissions Procedures

Mauna Loa Helicopters has an open/rolling enrollment policy. However, at certain times it may be necessary for us to limit our enrollment. This is to ensure that each student who applies has the potential and motivation to successfully train and complete our program. For admission, we require the following from each applicant prior to enrollment:

- Completed Enrollment Application <https://maunaloahelicopters.submittable.com/submit>
- Pay for enrollment fees
- FAA Medical Certificate
- If you are enrolling in the Private course, 3rd class medical certificate, if applying to the Professional Pilot Program a 2nd class medical certificate is required.
- Note: Be sure to let the FAA medical examiner know you are a student. If you are unable to obtain an FAA medical certificate ahead of time, you may obtain it upon your arrival*

in Hawaii, however, we strongly encourage obtaining it prior to enrollment. For a list of FAA approved doctors visit <http://ame.cami.jccbi.gov>

- ❑ Copy of a High School Diploma/Transcript or GED or College Diploma/Transcript. In the rare instances when students may not be able to provide documentation of a high school diploma as required by admissions' criteria, Mauna Loa Helicopters will issue a waiver. This will happen only after the student has gone to their school district and received a letter stating loss of documentation.

*For international students needing an I-20, please refer to the F1/M1 I-20 Procedures page.

Minimum Age

The minimum age requirement for admission to MLH is 17. Commercial Pilot and Flight Instructor Certifications require the applicant to be at least 18 years of age.

Weight Restrictions

As stated in the Pilot's Operating Handbook (POH) for the Robinson R22 helicopter, the max weight per seat is 240 lbs. For safety and longevity of our aircraft Mauna Loa Helicopters company policy for a student's flight weight must be less than 220 lbs.

Vaccination Policy

Proof of vaccination is not required to attend MLH. TB clearance is required for MLH instructors.

Identification Materials

In order to comply with Transportation Safety Administration (TSA) regulations, applicants must submit two of the following identification materials with their application:

- ❑ A copy of a valid passport
- ❑ A copy of an original U.S. birth certificate with raised seal or certified copy
- ❑ A copy of a valid U.S. government issued picture identification (i.e. driver's license).

NOTE: Original documents with applicant's FULL LEGAL NAME must be produced for new student orientations and FAA exams/Checkrides.

Transfer Credit /Flight School Student Hours and Credits

Students with prior flying experience may be eligible for credit toward the hourly requirement established for each FAA pilot certificate or rating. Credit that may be assigned is governed by Federal Aviation Regulations 141.77(b). The transferability of credits earned at this institution is at the discretion of the accepting institution. It is the student's responsibility to confirm whether credits will be accepted by another institution of the student's choice. According to

Accreditation regulations, the minimum amount of credit that must be completed of the Professional Pilot Program is 25%, in order to be considered a graduate.

Admissions/International Students

Mauna Loa Helicopters offers both the F-1 and M-1 I-20 for international students interested in training at Mauna Loa Helicopters in a designated program of study. International students are classified as students that relocate to the United States for a temporary timeframe with the sole intent of attending flight training courses while holding a valid non-immigrant visa. International students are required to follow all rules and provisions of MLH as well as the requirements and regulations of the Bureau of Citizenship and Immigration Services and the Department of State which apply to their visa.

International applicants must submit all required application materials at least 30 days prior to their requested start date.

I-20 Procedures: M-1 & F-1

For an issuance of a Visa, we require the following from each applicant prior to enrollment:

Enrollment Application:

A completed Enrollment Application

Passport:

Submit a clear copy of your current passport and the passports of any dependents that are coming with you.

Financial Verification:

MLH is required to verify the availability of finances to cover the respective expenses prior to issuing an I-20. This may be in the form of a copy of a bank statement, an approved loan application, or a notarized affidavit of support. All documents must be in English or accompanied by a notarized English translation denoting monies in American dollars.

Tuition Deposit:

\$3,000.0 tuition deposit must be prepaid by student. This money is refundable, and payable by credit card, wire transfer, cash or check. Please see our online enrollment application for wire transfer instructions.

Enrollment and I-20 Processing Fee:

An enrollment and I-20 visa fee payable by credit card, wire transfer, cash or check is required from each international student as follows:

- M-1 enrollment and visa fee is \$250 (plus HI state tax)
- F-1 enrollment and visa fee is \$500 (plus HI state tax)

Proof of Insurance:

Proof of insurance is required for all international students and accompanying dependents. Insurance covered by the full faith and credit of the government of the student's home country shall be deemed to meet this requirement. Alternatively, insurance can be purchased at <http://www.travelinsure.com/what/susahigh.asp> This insurance must meet or exceed the following coverages:

- \$50,000.00 U.S. per accident or illness.
- Repatriation of remains in the amount of \$7,500.00 U.S. Home evacuation in the sum of \$10,000.00 U.S. A deductible of no more than \$500.00 U.S. per accident or illness.

TSA Registration:

All students must register with the TSA's Flight Training Security Program (FTSP) at <https://fts.tsa.dhs.gov/> by selecting the 'create a new student' account link found in the upper right corner of the AFSP webpage. In addition to AFSP registration, international students are required to consent to a background investigation, which includes the submission of fingerprints. The fingerprints must be collected by a National Air Transportation Association (NATA) authorized fingerprint collection technician. To locate a NATA authorized collector in your area, please visit: https://secure.natacs.aero/afsp/find_location.asp. Authorized International students who locate an authorized collector in their country are strongly recommended to submit fingerprints prior to travelling to the United States. Otherwise, completion of this process is possible upon arrival in Hawaii; yet it will result in the delay of comprehensive flight training.

Notes for registering:

Aircraft	Course ID
Private or Commercial = R22	Private = PRH Commercial = CRH
Instrument or ATP = R22 & R44	Instrument = IRH ATP = ATP
Course Name	
Private = Private Helicopter	Commercial = Commercial Helicopter
Instrument = Instrument Helicopter	ATP = ATP Helicopter

Translated School Diploma or Transcripts:

Each student applying for the Professional Pilot Program must provide a copy of their transcripts from the highest level of education achieved. An official English translation, as well as the original language document, must be provided if the original document is not written in English. To have your document translated please submit it to www.rev.com or any other professional translation service.

Language Proficiency:

Each student is required to speak, read, write and understand English. It may be necessary to conduct a phone or video interview with the student to assess such abilities.

A Copy of FAA Medical:

If you are enrolling in the Private course only you will need a 3rd class medical, if applying to the Professional Pilot Program a 2nd class medical is required. Be sure to let the examiner know you are a student. If you are unable to obtain a medical ahead of time you may obtain it upon arrival in Hawaii, however we strongly encourage obtaining it prior to enrollment.

For a list of FAA approved doctors visit <http://ame.cami.jccbi.gov>

Note: Students from India applying for a DGCA license will need a 1st class medical.

Once the requirements listed above have been met and all relevant documentation has been received by MLH, a Form I-20 (the application for an M-1 or F-1 I-20) will be issued by MLH and shipped to the student via UPS.

Upon receiving the I-20 form, students will need to complete the following steps:

1. Pay SEVIS I-901 Fee at: <https://www.fmjfee.com/i901fee/index.jsp> referencing the 'N' number located in the upper right corner your I-20.
2. Apply for the US Nonimmigrant VISA F-1 / M-1 (DS-160 form) at <https://ceac.state.gov/genniv/>
3. Schedule an appointment at nearest US Embassy in your country
4. Once you receive a confirmation email, follow further instruction (e.g. for Germany go to: <http://germany.usembassy.gov/visa/infoservice/>)
5. When going to your visa interview, MAKE SURE TO BRING ALL REQUIRED DOCUMENTS as listed in the visa interview appointment confirmation email.

*NOTE: The I-20 form will list a designated start date. International students are allowed to enter the United States a maximum of 30 days prior to the start date, but they **must** report to Mauna Loa Helicopters by the designated start date. Please note that international students are barred from entering the United States after the start date listed on the I-20. Attempts to enter after the designated start date will result in detainment by immigration/customs authorities and probable deportation. If for whatever reason an international student need to enter the U.S after the start date on their original I-20, the student must contact MLH for a new I-20 and pay any additional shipping fees that may apply.*

Professional Pilot Program

Program Description

Mauna Loa Helicopters offers a Professional Pilot Program as well as individual courses. The Professional program is a comprehensive curriculum specifically designed for a student to earn a total of five FAA certificates and ratings. The Professional Pilot Program includes the Private, Commercial, Instrument, Certified Flight Instructor and Certified Instrument Instructor ratings and can optionally include External Load, High Density Altitude, Mountain and Valley, Class B, Offshore and the Robinson training courses. This program prepares the student for their first job as a flight instructor and professional helicopter pilot.

The following are average hours:

- 200 flight hours (175 R22/ 25 R44)
- 20 simulator hours
- 280 ground training hours
- 500 hours Total

To obtain a certificate or rating upon completion of each course, the student must meet FAA mandated levels of performance and pass the appropriate check ride with an FAA Designated Pilot Examiner. All flight and ground time is billed per hour. MLH defines a clock hour as 60 minutes. Please visit the MLH website for current hourly rates.

Required to receive a certificate of completion for the Professional Pilot Program:

- Private Certificate
- Commercial Certificate
- Certified Flight Instructor (CFI)
- Instrument Rating (IFR)
- Certified Flight Instrument Instructor (CFI-I)

Program length

12 months for full time students, and 24 months for part time students. The program can be completed in less than 12 months. This is a performance based program.

Individual Courses



Course Descriptions

Private Certificate

This is the basic rating required of all pilots. A Private certificate will allow you to carry passengers and enjoy the privileges and freedom of flight. All other ratings in the program build upon this primary rating.

Commercial Certificate

A Commercial rating is required to be employed as a professional pilot. While this is not the only rating you will need to become employable, it is generally the second step in your flight training.

Certified Flight Instructor (CFI)

The CFI rating enables a pilot to instruct other Private, Commercial and CFI students in the helicopter and in a classroom. We encourage students enrolled in our Professional Pilot Program to work towards their CFI rating at the same time they are preparing for their Commercial rating. A pilot's first job flying will likely be as an instructor, which is why we include this training in the Professional Pilot Program.

Instrument Rating (IFR)

The Instrument Rating enables a pilot to fly the aircraft referencing only the instrument panel. This is a desirable skill to possess in any situation where visibility is impaired. In today's job market, most employers require this rating.

Certified Flight Instrument Instructor (CFI-I)

The Instrument Instructor rating enables the pilot to teach Instrument and CFI-I students both in the helicopter and in a classroom. Although employers are not necessarily looking for CFI-I applicants, the rating adds a depth and breadth to a pilot's skills and is attractive to potential employers. Many schools, including Mauna Loa, require this rating in order to be employed as an instructor.

Airline Transport Pilot (ATP)

The ATP rating is the most advanced rating in the aviation world. The candidate must meet certain requirements including 1,200 hours Total Time and possess both Instrument and Commercial ratings.

External Load Training

External Load or sling line training teaches the pilot to lift and move an external load by employing a sling line attached to the helicopter. Typically, this skill will help pilots when looking for work with utility operations, such as logging, emergency evacuation, and moving objects into or out of remote locations.

Specialized Training



The training below is normally included in the Professional Pilot Program during the time building phase of your Commercial Certificate training.

High Altitude Training

This training, as the name suggests, teaches the pilot to fly safely at higher altitudes. Because aircraft and engine performance at altitude is compromised, training is essential for student pilots to acquire the necessary finesse and skill. For those interested in eventually working in the mountains, this training is quite helpful.

Mountain and Valley Training

As with high altitude operations, flying in valleys and mountainous areas requires a specific set of skills. Unpredictable winds, downdrafts and other phenomenon can make mountain and valley flying particularly challenging.

Class B Training

The nation's busiest airports are surrounded by what is classified as Class B Airspace. Student pilots are often intimidated by the prospect of flying shoulder-to-shoulder with large aircraft in a quickly changing environment. Mastering the ins and outs of Class B prepares the pilot to operate comfortably in any airport environment. Students enrolled in our Commercial training typically receive Class B exposure, but the training can be requested by any rated pilot.

Offshore Training

Offshore training will help you develop the confidence and experience to be comfortable flying out of sight of land. Such experience is helpful for many jobs, especially in the oil industry, which can require pilots fly long distances over water.

Robinson Safety Course

The Robinson Pilot Safety Course is a 3-1/2-day course, which includes 2-1/2 days of classroom instruction and 1 day devoted to maintenance, pre-flight inspections, and flying with an experienced RHC pilot in the R22 or R44. The course is held at Robinson Helicopter Company headquarters in Torrance California. This course is not a requirement for graduation.

This course is required by insurance for employment at MLH. Other companies and schools that fly Robinson helicopters may also require this course prior to employment. For these reasons many students choose to attend the course during or just after their training. Cost for the course is \$400, payable to Robinson and subject to change.

Attendance and Training



About Training

Mauna Loa Helicopters operates 365 days a year, seven days a week, typically from 7:00 a.m. to 6:00 p.m. Ground and flight lessons are scheduled on an individual basis in two-hour blocks and may be adjusted with an instructor's approval. After-hours lessons and night-flights can be scheduled when needed. Students have input creating their schedule and are not mandated to attend on any holiday or day they are not scheduled. Our programs and courses may begin any day of the month.

All instruction is given individually unless two or more students wish to work together in a group setting, or when a special group course is offered such as CFI ground school. These group lessons are typically under 5 students, but never exceed 25. Group instruction must be approved by an instructor.

Each individual student's training schedule will be arranged with their assigned instructor. General timelines are provided by the school for the courses available. Students are expected to maintain satisfactory and consistent attendance as required to adhere to their timeline. If a student does not maintain attendance and falls behind on their timeline, they may be placed on probation or transferred from the full-time program to the part-time program.

Understanding Full-Time vs Part-Time

At MLH, full-time status is defined differently depending on their circumstance:

F-1 and M-1 students are mandated by federal law to maintain full-time enrollment. MLH defines full-time for these students as 22 hours of instructional activities per week and actively making good progress towards their timeline.

Students receiving federal funds such as Title IV Parent Plus loans must log a minimum of 12 hrs. per week and actively making good progress towards their timeline.

Any students logging less than 11 hours of instructional, and flight activities are classified as part-time students. If a classified fulltime student does not meet the hourly commitments required by funding or federal statutes, they will be automatically classified and reported to the stakeholders as part-time students.

Students Working While Enrolled

Students will spend an average of 8 hours per day, 5 days per week on instruction and study. This will vary per student and at some points of training may be more. With this rigorous schedule it is difficult for students to maintain a full-time job. MLH recommends students secure living expense money ahead of time, if possible, to allow them to focus solely on their training. Many students will choose to find a part time job to help supplement their living expenses. MLH is happy to schedule a student's training times around their work whenever possible.

Flight

Individual student activities are scheduled daily and can include aircraft, simulator/flight training device (FTD) or individual ground training.

Briefing Pre/Post Flight

Pre/Post flight briefing is instruction received from a Flight Instructor prior to and after completing flight or sim training. This is not only required by Federal Aviation Regulations (14 CFR Part 141), but it is an important element of the learning process. One of the most essential elements of each flight/device lesson conducted at MLH is the time allocated for pre/post flight briefings.

It is within these flight briefings where students and Instructors can discuss the many facets of the lesson conducted. This is a fundamentally important step in ensuring that all points of training are well understood prior to or after the completion of the actual flight/device activity. During this time, students will also have opportunities to discuss their performance during the lesson as well as getting a preview of their upcoming lesson.

Because flight briefings are such an essential part of training, each Flight Instructor is mandated to assure that students receive at least the minimum flight briefing time allocated for each

lesson. The minimum lesson time expected in accordance with our 141-training syllabus is 2 hours but is often longer. MLH training programs mandate that students should always be thoroughly briefed both before and after any lesson activity. These briefings will be billed as a ground school charge on the student's invoice.

If a student has any questions, concerns, or requires any additional information regarding pre/post flight briefings, they should contact a Chief or Assistant Chief Flight Instructor.

FAA Practical Tests/ ACR Certification

At the appropriate time, the student's primary Flight Instructor will assist the student in completing their FAA Airman Certification and Rating Application (IACRA). The IACRA, is the web-based certification/rating application that guides the user through the FAA airman application process. After completing the End-of- Course Test, the Check Instructor who completes the final stage check will submit the training folder for final auditing. After the training record has been audited, the Chief/Assistant Chief Flight Instructor will sign the training folder certifying that the record is correct. Students are not permitted to schedule their own Practical Tests independently. Students may not request specific examiners, except under special circumstances. MLH has two FAA Designated Pilot Examiners on staff.

Scheduling Stage Checks

Stage checks will be arranged by your instructor. These stage checks will be conducted by an Assistant Chief Pilot or a designated check pilot and should be accomplished at least 3 days prior to the scheduled check ride. The student will be given the appropriate pre-flight planning information before the evaluation.

Tutoring

MLH does not provide organized tutoring but encourages and occasionally helps facilitate group training for students training in the same course. It is also encouraged that students seek out tutoring from students who are more advanced.

Cancellation and On-time Performance

Cancellations must be made 24 hours in advance to avoid penalty. This includes solo flight bookings. The first flight cancellation or no-show will be charged \$75.00 per scheduled block. Subsequent last-minute cancellations and no-shows will be charged for one hour of flight, the type of flight as reserved. If a student is more than 15 minutes late for a ground or flight lesson, the student will be charged the ground rate starting at the beginning of the booking. Last minute cancellations and no-shows for ground will be charged the ground rate for the full block of the reservation. MLH requires flight students to report to their assigned base 15 minutes prior to start of the flight or ground session to ensure preparedness. If you are late for a lesson, you will be charged for the instructor's time.

Students should make sure the aircraft is airworthy by checking flight hours, inspections due, etc. If you have the last flight of the day in an aircraft, the instructor will help ensure that main rotor and tail rotor blades have been cleaned and secured, the doors and aircraft cover have been reinstalled, and that the Hobbs meter matches the sheet. Students must conduct a post-flight inspection of the helicopter checking for leaks and noting discrepancies.

Flight Lesson Cancellations Due to Weather

Occasionally, adverse weather conditions may make it necessary to cancel flight lesson activities. This can occur on instructional flights as well as solo flight lesson activities. When a flight lesson is canceled, the student's training progress is delayed. This delay may cause an increase in calendar time and cost. To help students minimize any weather-related delays in their training, the following procedures will be followed:

If the weather is forecasted to be below the weather minimums, as established in our Safety Procedures and Practices, for the local area or route (or alternate routes), as appropriate, and the weather is also forecasted to remain below minimums during the duration of the scheduled flight lesson, the flight lesson will be moved to another available time to allow for completing all or part of the scheduled lesson activity. Or the lesson activity will be subject to termination at no cost to the student.

If the weather is forecasted to be at or above the weather minimums, as established by our Safety Procedures and Practices, for the local area or route (or alternate routes), as appropriate, and the weather is also forecasted to remain at or above the minimums during the duration of the scheduled flight lesson, the lesson activity will be expected to be accomplished. Should the student and/or Flight Instructor desire to terminate the flight lesson activity, they must contact management for further guidance. Examples of the guidance that management could provide are as follows: Assistance with the selection of a more appropriate local area or route selection. Rescheduling of the lesson activity for a time during the day when more favorable weather is forecasted.

If the flight lesson is a dual flight lesson and the student's Flight Instructor is not able to reschedule later in the day due to other scheduled activities, management may schedule the student with another Flight Instructor who is available to conduct the flight lesson(s) at the rescheduled time. *Please note: This guidance is provided to assist the student and Flight Instructor in making sound go/ no-go decisions pertaining to flight operations. However, it in no way relieves the Pilot-in-Command of their responsibilities as mandated by Federal Aviation Regulations.*

Make-up Work

Because students work one-on-one with their instructor, Mauna Loa Helicopters does not issue make up work. Any missed lessons will simply be taught during the student's next scheduled ground school.

Maximum Time Frame

A student must complete the Professional Pilot Program within our prescribed time frame. The time frame for MLH's Professional Pilot Program is 12 months for full time students or 24 months for part time students. Students must complete their program within 18 months at full time status or 36 months at part time status.

Leave of Absence Policy

A student may leave MLH by either taking a Leave of Absence (leaving temporarily with the firm and stated intention of returning) or by withdrawing from the school (leaving with no intention of returning). For students who have federal aid, a Leave of Absence (LOA) must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring a school to perform a Title IV return calculation. If a temporary leave of absence (TLOA) does not meet the conditions in 34CFR 668.22(d), the student is considered to have ceased attendance and to have withdrawn from the school, and the school is required to perform a Title IV return calculation.

For a TLOA to qualify as an approved leave for Title IV purposes:

- The student must follow the school's policy in requesting the TLOA.
- There must be a reasonable expectation that the student will return from the TLOA.
- The school must approve the student's request for an LOA in accordance with the school's policy.
- The school may not assess the student any additional institutional charges, the student's need may not increase, and therefore, the student is not eligible for any additional federal student aid.
- The LOA, together with any additional leaves of absence, must not exceed a total of 180 days in any 12-month period.
- The student must apply in advance for an LOA, unless unforeseen circumstances prevent the student from doing so (i.e. injured in an accident);
- If the student is a Title IV loan recipient, the school must explain to the student, prior to granting the LOA, the effects that the student's failure to return from an LOA may have on the student's loan repayment terms, including the expiration of the student's grace period.

A student approved for a Financial Aid LOA that meets the criteria is not considered to have withdrawn and no return of Title IV funds calculation is required. Students granted an approved LOA remain in an in-school status for Title IV loan repayment purposes. Upon the student's return from the leave, he or she will continue to earn the federal student aid previously awarded for the period.

A school may grant a student an academic TLOA that does not meet the conditions to be an approved LOA for Title IV purposes. A TLOA granted by MLH, that does not meet all the conditions for an approved LOA for federal aid is considered a withdrawal for Title IV purposes and MLH will be required to perform an R2T4 calculation within 45 days of date of initiation of LOA. The student withdrawal date will be the date the student began the LOA. Title IV loan recipients must complete exit loan counseling and if they are on leave longer than 6 months, monthly payments may begin when the grace period of the loans ends. Students may apply for a hardship forbearance or economic hardship forbearance or military deferment with their student loan lender.

***SEVIS leave of absence policy requires students to not be out of the country more than 30 days in a 12-month period. Failure to obtain approval for a leave of absence can result in the student being placed upon probation. Failure to return from a leave of absence will result in the student being considered a withdrawal from the program. All F1/M1 students need to have their I20 signed to depart the country for reentry.

Grading and Satisfactory Progress

Grading / Evaluation

Students are evaluated after each flight and graded by the instructor in the following manner:

- 1 = Excellent
- 2 = Above Average
- 3 = Average
- 4 = Below Average
- 5 = Unsatisfactory

Students must pass three "stage checks" as they progress through the syllabus of each course. Students are evaluated at each of these checks and must achieve the standards outlined in each syllabus for stages one and two, or the FAA standard for stage three.

Grade Reports

MLH is prohibited from releasing grade information without written authorization from the student. Should you need a transcript from your training please request this from a student liaison. All shipping costs if it needs to be sent internationally must be paid by the requestor. If you are requiring stamping or multiple items (documents, letters, flight logs, testing records, etc.) you will be charged a fee for staff and faculty processing time.

Requirements for Graduation

Once a student has successfully completed all 5 required FAA certificates and ratings included in the Professional Pilot Program, completed 500 hours of instruction and paid all fees, he/she will be awarded a Certificate of Graduation. In the event that a student completes all 5 required FAA certificates and ratings prior to achieving 500 hours of instruction, advanced course work

must be completed to reach the 500 hours prior to being awarded a Certificate of Graduation. Advanced course work is available only from the Chief Pilot and at his/her discretion may include, but is not limited to, the following:

- Videos
- Advanced ground courses such as CFI training
- Advanced courses such as External Load
- Research projects.

Ensuring Academic Success

In the Professional Pilot Program all instruction is one-on-one with a Certified Flight Instructor and each student progresses at his or her own pace. The instructors and administration are willing to offer assistance in many ways, and the school has outlines and guidance in place to add structure and goals to the program. However, it is always the individual student who must be responsible for their own success. In order to succeed in the program, students must take an engaged and active role in their learning. It is critical for students to establish good study habits and setting aside time for self-directed study. Based on feedback from previous students, we recommend four hours per day. Additionally, it is also important for students to ask for help when needed.

Learning Resource Center (LRC)

MLH provides an online Learning Resource Center. The LRC can be accessed via password at www.maunaloahelicopters.edu/student-library.

A computer with internet access designated for student use is available at each of MLH's locations.

Training Guidance and Academic Advising

MLH maintains Managers and Assistant Chief Pilots to help provide training guidance for students or Flight Instructors with questions and/or problems. Students shall meet with an Assistant Chief Pilot at the start of each new certificate for both advising and guidance. These meetings can help students stay motivated, committed, and well on track, as well as offering an opportunity for students to voice any frustrations or worries they may have.

Preparing for Exams and Tests

Students are provided with all the resources needed for exam preparation. Students are advised to practice the following habits:

- ❖ Review material(s) well in advance of any examination.
- ❖ Construct a list of topics that will be assessed during the exam.
- ❖ Prepare all equipment needed for the exam one day in advance.
- ❖ When taking a written exam, read the questions slowly to ensure a thorough understanding.

- ❖ Allocate enough time to finish the exam.
- ❖ Proofread and double-check answers before submitting any test.
- ❖ When taking an oral or flight exam, try set a measured and steady pace that is well within your own comfort zone.
- ❖ Make certain that questions are understood before you answer.
- ❖ If a question is not understood, ask the evaluator to repeat the question or instructions.
- ❖ Think through the task before an attempt is made to explain or perform.
- ❖ Know what is expected when a demonstration is necessary.

Memory Aids

Various memory assistance techniques exist to help students remember important information. Techniques such as mental pictures, acronyms, word association, and flashcards (spaced repetition) may help a student memorize words and actions needed for flight training. However, true memory occurs when students review notes taken during class or briefing time, apply what is learned, and explain information they have received and now understand. This is accomplished through studying daily and discussing topics with both peers and Flight Instructors.

Listening

Students should focus on actively listening during course and flight lab instruction. Do not allow noise to become a distraction. Listen for phrases like, "this is important" and "don't forget." Listen for key points and examples. Take notes, repeat information back to the speaker to ensure understanding. Students should always ask questions when they do not have a complete understanding of the topic at hand.

Study Tips

Self-directed study is an essential component to a student's success. MLH recommends the following best practices:

- ❖ Devote a minimum of four (4) hours of self-directed study each day.
- ❖ Designate a regular study environment free from distractions.
- ❖ Schedule regular study times.
- ❖ To avoid unwanted interruptions, turn off notifications and the ringer of your mobile phone.
- ❖ Keep noises to a minimum.
- ❖ Take regularly scheduled breaks. For example, take a 10-minute break for every (1) hour of study.
- ❖ Define the material(s) needed to study ahead of time.
- ❖ Skim the material(s) to be studied, and then focus on the important topics.
- ❖ Focus on notes, maps, charts, diagrams, and summaries.
- ❖ Thoroughly review the material(s) studied and reflect on their practical application.

Satisfactory Academic Progress Policy

Students must maintain satisfactory academic progress in the Professional Pilot Program. The full-time program is a one year in length; students are given a maximum of 18 months for completion (including any approved leaves of absence). The part-time program is two years in length and students are given a maximum of 36 months for completion (including any approved leaves of absence). Each FAA certificate and rating included in the Professional Pilot Program is built into a timeline for both instructional and administrative tracking purposes:

- Private – 3 months
- Commercial and Certified Flight Instructor – 5 months
- Instrument and Certified Flight Instrument Instructor – 4 months

For part-time students, these time frames are doubled. This timeline is used as a guideline for instructors, students, and management to effectively assess the progress of a student. If at any point a full-time student falls behind on progress and appears unlikely to complete a course or the entire program within the set timeframe, the student will be transferred to part-time. Part-time students who fall behind will be placed on academic probation.

Progress is monitored by instructors on an ongoing basis and reported to both management and chief pilots during weekly student progress meetings. In addition, each student enrolled in the Professional Pilot Program will have their training progress evaluated every 60 days by an Assistant Chief Pilot. Progress evaluations include a review of training logs and one-on-one meetings with the student's instructor.

Evaluation procedures may also include sitting in on flight and/or ground sessions with the student if further evaluations are needed. The Assistant Chief Pilot will be checking for the following: the student is at an appropriate level of skill and knowledge for where they are in the program, the student demonstrates a thorough understanding of the lessons covered thus far, the student is both studying and attending sufficiently in order to meet the goals and milestones within the timeline, and the student's flight ability within each designated maneuver is at an appropriate level for where they are in their training.

Satisfactory Academic Progress Policy for Title IV Students

Students with Title IV funding must maintain satisfactory academic progress at all times. Title IV students must adhere to the Satisfactory Academic Progress Policy, stated above, as well as to the following:

Title IV students must complete a minimum of 12 clock hours every week of attendance. NOTE: A student meeting the 12 hours per week requirement with no leaves of absence will complete the program in 42 weeks.

A Title IV student who does not maintain 12 hours of attendance per week, or who fails to meet Satisfactory Academic Progress in any way, may be placed on academic probation. If the issue is not remedied within the designated probationary timeframe, the student risks losing Title IV funds and termination from the program.

Satisfactory Academic Progress Policy for F-1/M1 Students

Students attending MLH on an F-1/M1 student visa must attend school full time. Full time for a student attending on an F1/M1 visa is defined as 22 attendance hours per week. These hours are to include ground school classes, flights, group ground schools and seminars offered by the school, pre and post flight briefings with instructors, flight preparation, computer based training and other technological supplemental materials, and on-site study time for review of the next day's lesson. To track these attendance hours, all F1/M1 students must sign in upon their arrival at school and sign out upon their departure. These totals are tallied weekly and further reviewed by both Assistant Chief Pilots and our Administrative Staff. All F1/M1 students are mandated to attend MLH at a minimum of 5-days per week and are expected to be appropriately engaged in their studies while at school.

If at any time, a student falls behind the 22 hours per week minimum for more than two consecutive weeks, they may be placed on academic probation. If the issue is not remedied within the designated probationary timeframe, the student risks losing their visa and termination from the program.

A student attending on an F1/M1 I20 may take up to 30 days of approved absences within a 12-month period of enrollment. See policy regarding approved absences.

General Responsibilities and Conduct

MLH students are responsible for conducting themselves in an appropriate and professional manner while attending school. Students and MLH employees are to be treated with both courtesy and respect. Students will always demonstrate good personal hygiene and keep the school's common areas clean and tidy.

Copyright Infringement – Policies and Sanctions

Unauthorized distribution of copyrighted materials, including School documents, and unauthorized peer-to-peer file sharing service may expose the student to civil and criminal liabilities.

Complaint Policy



Mauna Loa Helicopters Complaint Process

Complaints must be submitted in writing, via either hard copy or e-mail. Complaints may be submitted to any member of management or faculty. This person will bring the complaint directly to the management team at the main branch for appropriate action. Complaints may be anonymous and will be kept confidential. All complaints and records of any action taken will be kept on file at the main base.

Student satisfaction and program feedback is of primary importance to MLH. Student surveys are distributed at approximately the mid-point of the program and again upon graduation. Students may fill out a survey at any time upon request. Surveys may be submitted anonymously if the student chooses to do so. The input from surveys and suggestions from students are of paramount importance and are used for the development of Institutional Assessment and Improvement Plans.

FAA Complaint Process

Mauna Loa Helicopters is a part 141 school and falls under the oversight of the Federal Aviation Administration (FAA). Student complaints can be filed with the local Flight Standards District Office (FSDO). The FSDO can be contacted online or by mail at:

Flight Standards District Office
135 Nakolo Place

Honolulu, HI 96819-1845
(808) 337-8300

Complaint Process

Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response.

Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission's requirements. The Commission may determine, based on a review of the school's response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the Standards of Accreditation. In all cases, both the school and complainant are notified of the final disposition of the complaint.

Although one possible outcome of the complaint process may be the resolution of a dispute between parties, the ACCSC does not act as an arbitrator. The Commission will not intervene on behalf of individuals in cases of disciplinary action, dismissal, or review the decisions in administrative matters such as admission, graduation, fees, and similar points unless the context suggests or reveals unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

For more information on ACCSC, visit www.accsc.org.

ACCSC Complaint Process

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission of Career Schools and Colleges (ACCSC).

All complaints considered by the ACCSC must be submitted in written form, with explicit permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges
2101 Wilson Blvd.
Suite 302
Arlington, VA 22201
(703) 247-4212 tel
(703) 247-4533 fax
www.accsc.org
complaints@accsc.org

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Natalie Lee, Chief Operating Officer.

Filing a Complaint Against an ACCSC-Accredited Institution

Institutions that are accredited by the ACCSC are required to have a published procedure and operational plan for handling complaints. Accordingly, before contacting the Commission with a complaint against an ACCSC-accredited institution, the Commission encourages complainants to first to avail themselves of the school's complaint procedures.

If you feel an ACCSC-accredited institution school has not adequately addressed a complaint, or that the school is not in compliance with their Standards of Accreditation, you may file a written complaint with the ACCSC using the ACCSC Complaint Form. For a complaint to be processed by ACCSC, it should include the basis for any allegation of noncompliance with ACCSC standards or requirements as well as:

All relevant names and dates and a brief description of the actions forming the basis of the complaint. Any copies of documents or materials that support the complainant(s) allegations, when available. A signed release from the complainant(s) authorizing the ACCSC to forward a copy of the complaint, including the identification of the complainant, to the school.

Probation

Students are expected to conduct themselves in an appropriate and professional manner while attending MLH. Unprofessional behavior or violations of MLH rules, FAA regulations, local, state, or federal laws; or general misconduct, will not be tolerated and may result in the student being placed on academic probation and /or dismissal from MLH. Students under academic probation will receive notice in writing via a Student Progress Review Form or an official letter from the Chief Pilot. Any repetition of this conduct or a single major violation could be grounds for immediate termination.

Students who are terminated for unsatisfactory progress or disciplinary reasons must wait a period of one year from the date of termination before applying again. Any exceptions must be approved by the President.

Students placed upon academic probation risk termination from the program. Probationary measures will be documented in a student's permanent record and the student shall have two months (60 days) to prove satisfactorily to management and their individual instructor that they have corrected the problem that resulted in probation. Student may be placed upon academic probation for any number of reasons including but not limited to: failure to comply with policies, taking an unapproved leave of absence, failure to maintain satisfactory attendance, habitual overdraw of student account, misuse or mistreatment of MLH property, or unsafe treatment or piloting of the aircraft.

Notification of Rights: FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

The right to inspect and review the student's education records within 45 days of the day MLH receives a request for access. Students at MLH may request a copy of their records at any time. Students have a right of access to their records (but not necessarily the right to a copy of the record). The rights to request the amendment of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask MLH to amend a record should write the MLH official responsible for the record, clearly identify the part of the record the student wants changed and specify why it should be changed. If MLH decides not to amend the record as requested, MLH will notify the student in writing of the decision and the student's right to an appeal regarding the request for amendment. Additional information regarding the appeal procedures will be provided to the student when notified of the right to an appeal.

The right to provide written consent before MLH discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. MLH discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by MLH in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom MLH has contracted as its agent to provide a service instead of using MLH employees or officials (such as an attorney, auditor, or collection agent); or a student assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for MLH.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by MLH to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

Policy on the Disclosure of Directory Information

This policy outlines Mauna Loa Helicopters' stance on the disclosure of student directory information to third parties in accordance with the Family Educational Rights and Privacy Act (FERPA) and applicable state laws. This policy aims to protect student privacy and provide clear guidance regarding the handling of directory information.

Policy Statement:

Mauna Loa Helicopters values and prioritizes the privacy of our students. To that end, it is the policy of [Institution Name] that student directory information will not be disclosed to third parties, including but not limited to commercial entities, external organizations, and individuals outside of the institution. This policy applies to all students currently enrolled at [Institution Name] and covers information classified as "directory information" under FERPA.

Definition of Directory Information:

FERPA defines directory information as information contained in the education records of a student that would not generally be considered harmful or an invasion of privacy if disclosed. Common examples include, but are not limited to:

- Student's name
- Address
- Telephone number
- Email address
- Dates of attendance
- Enrollment status
- Degrees and awards received

Exceptions to Non-Disclosure Policy:

This policy does not restrict the institution from releasing directory information:

- As required by law, such as in response to a subpoena or court order.
- To authorized representatives of federal, state, or local educational authorities.
- In cases where disclosure is deemed essential for school safety or a specific institutional purpose.

Student Opt-Out Option:

In accordance with FERPA, students retain the right to opt out of the release of directory information for any purpose. [Institution Name] will honor all student opt-out requests and refrain from releasing directory information for students who have exercised this right.

Request Denial and Appeal Process:

In instances where requests for directory information are submitted by third parties, [Institution Name] will issue a formal denial in alignment with this policy. Appeals or inquiries about the denial should be directed to the Office of the Registrar or the institution's designated FERPA compliance officer.

Policy Review and Amendments:

This policy will be reviewed annually and updated as necessary to remain in compliance with FERPA regulations and any changes in applicable state or federal law.

Student Resources



For assistance with student resources, please contact Natalie Lee at 808-334-0234.

Student Services

Student Services are available to help students with their transition to Hawaii and Mauna Loa Helicopters. Students will receive a welcome packet including maps, essential phone numbers, and information to help student get acclimated. Pick up from airport is available with adequate notice. Childcare is not provided by MLH.

Mauna Loa Helicopters Website

Maunaloahelicopters.edu: We regularly update the “News” section of our website. Students can access the online schedule from our website. To find additional resources go to www.maunaloahelicopters.edu.

Student Activities

There are many off-campus activities that provide a way for students to enjoy their time while training in Hawaii. Scenic valleys, expansive beaches, exotic rainforests, hiking, sailing, fishing, surfing, snorkeling, diving, site seeing...even erupting volcanoes. To us, Hawaii is an incredible place to live. In addition, MLH organizes student events such as BBQs and training seminars.

Student Mail

Students may receive mail and packages while training at MLH. Please note that we cannot forward mail for students from this business address. Students using this address will need to contact all senders and notify them of any change in address. It is for this reason that we strongly encourage students to look into obtaining a P.O. Box or private mailbox.

Transportation

MLH will assist new students with their transportation needs, if necessary. Most of our students elect to rent a moped while they are living in Hawaii. mopeds are an easy way to get around and are very efficient cost-wise. As of November 2015, the average cost of renting a moped was approximately \$500 per month. Students can elect to purchase a moped, which usually costs from \$1500-\$1800. Alternatively, there are several auto rental companies who rent autos by the month.

Housing

MLH can suggest dormitory style housing that is available near our main location on the Big Island. Offering shared rooms, and temporary stay rooms for the students that need to utilize it as a place to stay while looking for private housing. Temporary rooms for our short stay students are prorated at the same rate. This price includes all utilities, laundry room, and wireless internet. A housing deposit is returned after it has passed inspection and approval from our administrative staff. MLH housing is limited and is only available on a first come-first-serve basis. This housing is a privately-owned facility and is not owned by MLH.

For those who wish for something more private or are arriving with a spouse or family members, please call the MLH office and we are happy to advise you of the areas and neighborhoods in which you may want to focus your housing search.

Learning Resource Library

MLH has an online Learning Source Library, this resource will have many books online, maps, and other learning tools for you to succeed as a student here in our school.

Merchandise and Apparel

MLH has a complete offering of textbooks, educational materials, and logo apparel. These supplies are offered for you convenience.

Student BBQs & Monthly Events

MLH hosts events month for the students participate in. We host Student BBQs were we invite a guest speak from our industry to chat with students as well as arrange field trips to our local airport tower, and other educational locations.

Handicap and Disabled Person Accommodations

MLH has designated areas in the parking lot for handicap parking. They are lined and have proper Handicapped Parking sign posted. Disabled persons will be required to meet the FAA medical and optical examination requirements.

Health and Safety

Campus Security Statistics

Mauna Loa Helicopters (MLH) has two training locations in Hawaii, and student housing facilities for both. Should a security threat ever arise, or a crime take place, there are the policies and procedures in place to deal with the situation.

Students will have access to a copy of our Annual Security Report at any time in the main office. In addition, the report is always available on the MLH website. It will be disbursed to all staff and students as it is updated annually. In the event of a criminal or environmental threat, MLH will issue a timely warning. In addition, students will be given a pamphlet during their orientation that informs them about the prevention of crimes. In the event that a situation arises, on or off campus, that, in the judgment of the President, constitutes an ongoing or continuing threat, a campus wide "timely warning" will be issued. The warning will be issued through the e-mail system in our online software myFBO.

During business hours, MLH will be open to the general public. During non-business hours access is by key, and any non-staff members must be under escort by an MLH staff member. Facilities located at any airport are under the jurisdiction and watch of airport security. Students living in student housing facilities are given full access to these facilities.

MLH does not employ campus security. Facilities located at any airport are under the jurisdiction and watch of airport security. All public facilities fall under the jurisdiction of the state police.

MLH maintains a close working relationship with airport security. MLH also works occasionally with the Hawaii Police Department and the FBI.

The possession, sale, or the furnishing of alcohol on MLH campus or at MLH housing is governed by Hawaii State laws. These laws are strictly enforced by the Hawaii Police Department. Breaking of these laws will be reported to the Police and can result in the offender being placed on probation or termination from the school.

MLH campus has been designated “drug free”. The possession, sale, manufacture, or distribution of any controlled substance is illegal under both state and federal laws. Violators are subject to these laws as well as termination from MLH.

MLH provides drug and alcohol prevention materials to all students at their orientation, and on an annual basis after that. Copies of these materials are available by request at any time.

Drug-Free Schools and Communities Act

Federal regulations require each postsecondary institution, which participates in Federal student financial aid programs, to certify to the Secretary of Education that it has a program in effect to prevent the use of illicit drugs and the abuse of alcohol by employees and students. It also requires a distribution of drug and alcohol related information to employees and students on an annual basis. The following provides students, faculty, and staff with the required information to advise individuals of their responsibilities under the Drug-Free Schools and Communities Act.

Alcoholic Beverages and Illegal Drugs

Federal regulations require postsecondary institutions who participate in Federal student financial aid programs have a program in effect to prevent the use of illicit drugs and the abuse of alcohol by employees and students, and to distribute drug and alcohol related information to employees and students on an annual basis.

Additional information regarding State/Federal Sanctions and assistance agencies is available through Administration. NO student will be permitted in MLH aircraft or facilities while under the influence of alcohol. Students will comply with FAR 91.17 concerning the use of alcohol.

Standard of Conduct

MLH employees and students are prohibited from being on campus under the influence of, or in possession of, illicit drugs or alcohol; and are prohibited from engaging in the use or distribution of illicit drugs or alcohol as any part of school activities, regardless of such activities being conducted on or off campus. Students who have knowledge of employees or fellow students who violate these standards are encouraged to notify the Chief Flight Instructor or any member of MLH management of such offenses.

School Sanctions

Students found in violation of the standards of conduct will have written reports placed in their permanent academic records, will be dismissed from the school, and may be referred to local authorities for prosecution. Parents of “dependent” students will be notified of such violations.

State and Federal Sanctions

Hawaii statutes deem it unlawful for any person to sell, purchase, manufacture, or deliver illicit drugs. Penalties associated with conviction of violations of these statutes include prison terms of up to 30 years with accompanying fines ranging from \$1,000 to \$500,000. Federal penalties include prison terms up to life and fines of up to \$20 million. Property may also be seized. Any conviction of driving while under the influence of alcohol or drugs can result in the financial burden of paying court costs, lawyer fees, and fines; participation in community services; suspension of driver's license; higher cost or loss of automobile insurance; and imprisonment. An up to date list of federal drug trafficking penalties (by schedule) can be found online at: <http://www.justice.gov/dea/agency/penalties.htm>

Health Risks

The risks associated with the use of illicit drugs and the abuse of alcohol are numerous and include physical and mental impairment, emotional and psychological deterioration and devastating effects on family and friends. There are obvious risks such as suffering a hangover, being charged with driving under the influence or while intoxicated and sustaining or causing personal injury. There are a number of less obvious risks associated with alcohol and other drug abuse that students might not realize, including:

- ❖ Poor academic performance
- ❖ Poor job performance
- ❖ Poor social interactions
- ❖ Unwanted and inappropriate sexual activity
- ❖ Sexually transmitted diseases, including HIV/AIDS
- ❖ Pregnancy
- ❖ Jeopardizing future career prospects, (e.g., admission to law school and employment with the federal government)

In addition, alcohol and other drug abuse puts the user at considerable health risk, which can include nausea, vomiting, cancer, liver damage, elevated blood pressure, psychotic episodes, hallucinations and, in some cases, death. In addition to the risk to the abuser of illicit drugs and alcohol are the risks to fellow classmates, the public and to unborn children.

Assistance

Students who desire additional information or request assistance with a drug or alcohol problem are encouraged to contact MLH for assistance. A link to Hawaii treatment and prevention providers can be found at:

<http://hawaii.gov/health/substanceabuse/prevention/treatment/TreatmentPreventionProviderList2013.pdf>



Billing

Ensuring proper billing is the responsibility of the instructor and office personnel. Invoices are posted to student's account on each day of training. Invoices include the N number of the aircraft and the type of flight. Students may access their account details at any time through the online scheduler.

Student Accounts

Students enrolled in MLH may pay as they train, or place money on a prepayment account which will be deducted as they are billed for the training received. All payment accounts are tracked through myFBO.com as a secure online program accessible with any internet connection. This allows students' access to their accounts at any time. Payment methods accepted are credit card (Visa, MC or Discover) cash, check, money order, or travelers check.

Note: Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment where training and services are provided.

Payment Options

We do not require payment in full prior to your training. There is a \$150/250/500 (plus Hawaii GE tax) application fee due prior to the start of your training. All monies paid by an applicant will be refunded if requested within three days after signing an enrollment agreement and making an initial payment. This fee secures the agreed start date for your flight training at MLH and covers some of your student expenses such as computer use, internet use, and copying services at the school.

Financial Aid

Federal Student Loans

Mauna Loa Helicopters' Professional Pilot Program is accredited by ACCSC and approved by the Department of Education to offer certain Title IV loan programs such as Direct Loans and Plus Loans. Dependent students who qualify for the Parent Plus Loan can borrow up to the full tuition cost for the Professional Pilot Program.

Federal loans are low-interest government subsidized loans to assist students who are enrolled at least half time. Under the Direct Loan program, the Federal government now insures these loans.

Subsidized loans – a student must have financial need. Students will not be charged any interest before the repayment period begins or during authorized periods of deferments.

Unsubsidized loans – are not awarded on the basis of need. Students will be charged interest from the time the loan is disbursed until it is paid in full. Students will have the option of paying the interest while in school or allowing it to accrue.

Parent PLUS loans – enable parents, or a parent, with good credit histories to borrow money in order to pay the education expenses of each child in the family classified as a dependent undergraduate student enrolled at MLH at least half time.

You can learn all about these exciting programs by going to www.fafsa.ed.gov

Private Alternative Funding

Private alternative sources of funds are available to students who qualify and additional funds for personal expenses may be obtained.

Sallie Mae Financial – The Sallie Mae Smart Option Student Loan is an option for MLH students. With the Smart Option Student Loan, students reduce their total loan cost by making affordable interest payments while they are in school, saving students a considerable amount of monies in the meantime. Mauna Loa Helicopters permits Sallie Mae financed students to withdraw funds from their accounts to apply toward their living expenses. The sole condition of this policy is that students will not be allowed to withdrawal funds in excess of 10% of their total approved Sallie Mae loan. Note: the maximum amount you can apply for is \$75,000. Mauna Loa's School Code

for Sallie Mae is 0416520-00. Sallie Mae can be reached at 1-800-4-SALLIE or online at: www.salliemae.com/041652

Sallie Mae Scholarships – Sallie Mae is the largest search engine for scholarships and has 3 million scholarships within the tool worth over 16 billion dollars. When students create a profile within their scholarship tool, they are automatically entered into the Sallie Mae monthly \$1,000 scholarship drawing.

AOPA – The Aircraft Owners and Pilots Association (AOPA) offers a loan to its members through its affiliated partner, MBNA America Bank. Repayment terms are up to five years. Loans may be used for any flight training expense including aircraft rental, instruction, books, supplies and so forth. For more information, go to AOPA.org/info/flynow or call MBNA Bank at (800) 882-8648.

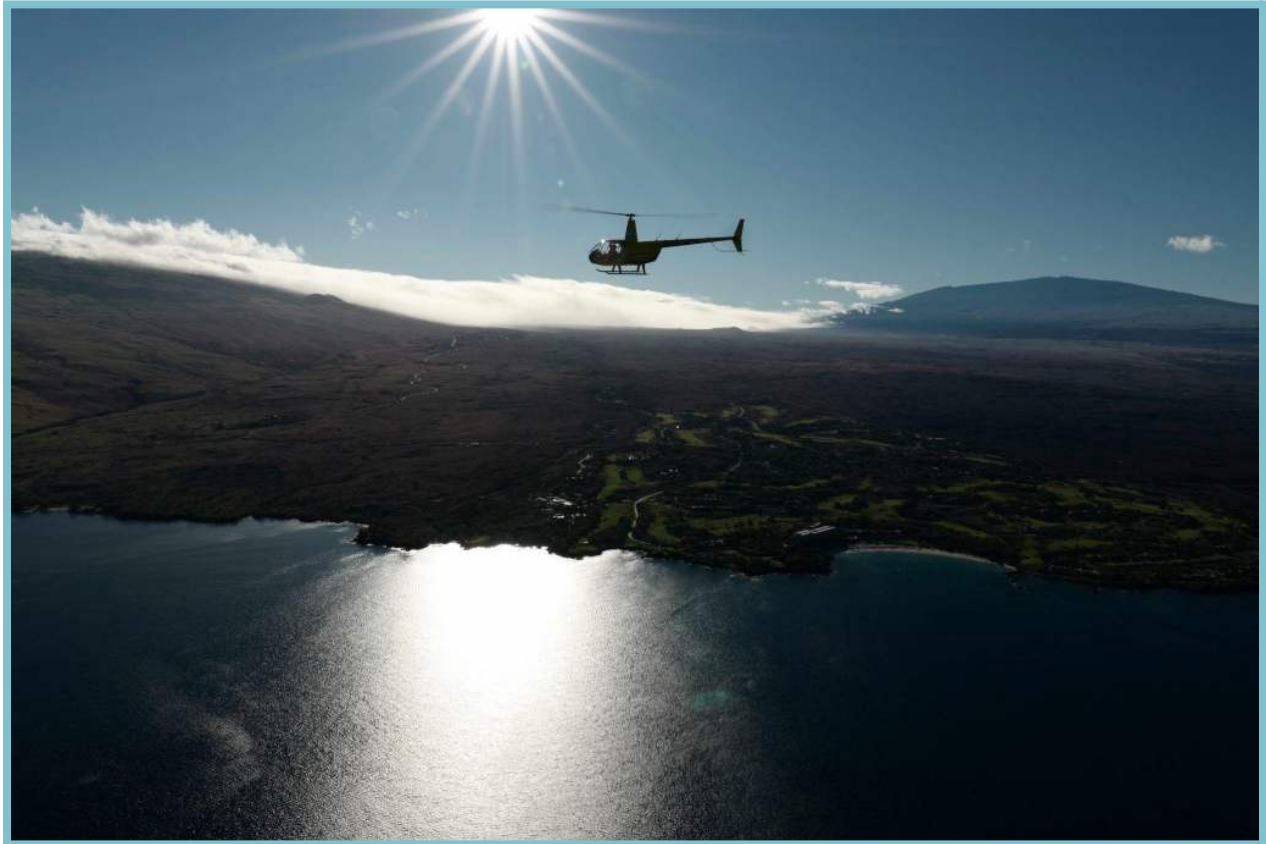
Pilot Finance, Inc. – Pilot Finance offers loans that are limited only by the borrower's income, debt and credit record. To apply online, go to PilotFinance.com, or call (800) 667-0201.

The Alaska Commission on Postsecondary Education – The ACPE offers the Alaska Supplement Education Loan. This program offers Alaska residents loans of \$6,500 per certificate/ rating starting after the Private Pilot License. If a student was approved for this loan for each certificate and rating in our professional pilot program post Private license (COM, IFR, CFI, CFII) this would be a potential total of up to \$26,000. Students may apply after they earn their Private Pilot's License. Alaska Advantage Program Funds may be used for tuition/fees, room/board, books, supplies, miscellaneous related costs and allowance for transportation. The Alaska Supplement Education Loan is also available for pilots seeking their ATP certificate. Their website is <http://akadvantage.alaska.gov/> or for specific loan comparison information http://akadvantage.alaska.gov/STUDENT-PARENT/Loans/Loan_Comparison.aspx or by phone (800) 441-2962.

Helicopter Foundation International – This organization offers a variety of scholarships for helicopter pilot and technician training, as well as pilot resources, mentoring programs, educational seminars, internships, and more. Visit their website at helicopterfoundation.org.

VA Funding – MLH is approved by the Veterans Administration. This allows veterans to use their VA benefits to pay for flight school. MLH is approved for eligibility under chapters 30, 32, 1606, and Post 9-11. Veterans with benefits in chapters 30, 32, and 1606 may be eligible for reimbursement up to 60% of training funds after Private. Veterans with benefits under Post 9-11 may be eligible for approximately \$10,000 reimbursement of training funds per year after Private. To find out additional information on VA funding contact MLH.

Withdrawal, Termination and Refunds



Withdrawal Policy

Students have the right to withdraw from the program at any time. If a student Withdrawals owing money this money must be paid immediately, or the student risks being sent to collections. If a student withdraws while having a positive account balance, the refund will be processed according to policy. Students enrolled in the Professional Pilot Program who do not attend classes for more than 90 consecutive days and do not submit a leave of absence request, will be considered as withdrawing from the program.

Title IV students who do not attend classes for more than 14 consecutive days, and do not submit a leave of absence request, will be considered as withdrawing from the program.

Termination

MLH reserves the right to terminate a student for any reason, including but not limited to failure to maintain positive account balance, failure to maintain attendance requirements, failure to adhere to policies, unsafe or disrespectful usage of MLH property or equipment, or inappropriate treatment of MLH employees or other students. Students have the right to withdraw from the program at any time.

Refund Policy

Mauna Loa Helicopters maintains a 100% pro-rata refund policy: supplying a full refund policy for all unused training funds. Refunds need to be requested to the accounts department and will be issued within 45 days of the students request unless uncleared checks are pending. All funds that have been supplied by a lender will be issued in the manner prescribed by the individual financial institute. All merchandise purchases are non-refundable. The \$150 enrollment fee is only refundable if requested within three days after signing the enrollment agreement and making an initial payment.

All costs associated with the issuance of an international visa will be retained unless requested within three days of signing an enrollment agreement. Any student enrolled in the Professional Pilot Program and considered a drop out or termination will have all refunds automatically refunded within 30 days of last class attendance or official drop or termination date

Refund of Sallie Mae Funds

Mauna Loa Helicopters is allowed to disburse 10% of the student's total Sallie Mae loan for MLH training needs example; headset, books, software etc. A student is not permitted to withdrawal funds from the student loan for any other reason than for training needs at Mauna Loa Helicopters. If the student has plans to leave MLH, the remaining funds will be returned to Sallie Mae.

Refund of Title IV Funds for Federal Aid Students

The law specifies how a school must determine the amount of Title IV funds that a student earns if they withdraw from the program. When a student withdraws before completion of the program, the Title IV program assistance that has been earned up to that point is determined by a specific formula. If a student received (or the school or student's parents received on student's behalf) less assistance than what was earned, a student may be able to receive those additional funds. If a student receives more assistance than earned, the excess funds must be returned by the school and/or student.

The amount of assistance earned is determined on a pro-rata basis. For example, if 30% of the program hours were completed when withdrawal occurs, then 30% of the Title IV financial aid for the payment period would be earned. A student will have earned 100% of the Title IV financial aid disbursed for the payment period or period of enrollment if the student withdrew after completing more than 60% of the scheduled program hours. If you have completed 60% of the program and withdrawal from the program, the remaining amount of the student's federal aid will be returned to lending bank.

Once the amount of Title IV financial aid that was not earned has been calculated, federal regulations require that the school return Title IV funds disbursed in the following order:

- ❖ Unsubsidized Federal Stafford Loans
- ❖ Subsidized Federal Stafford Loans
- ❖ Unsubsidized Direct Stafford Loans (other than PLUS loans)
- ❖ Subsidized Direct Stafford Loans
- ❖ Federal PLUS/Grad PLUS Loans
- ❖ Direct PLUS Loans

If a student did not receive all the funds that were earned, a student may be due a Post withdrawal disbursement. This disbursement will only be released if the student completed the program if the student withdraws from the program all Federal Aid will be returned to lending bank. If a Post-withdrawal disbursement includes loan funds, the school must get student's permission before disbursing them. A student can choose to decline some or all the loan funds to avoid incurring additional debt. If there are outstanding fees owed to the school, the school may ask to use the post-withdrawal disbursement toward these fees. The school cannot apply a post-withdrawal disbursement without a student's permission; however, in most cases it is in a student's best interest to allow the school to keep the funds to reduce the debt at the school.

There are some Title IV funds that cannot be disbursed after withdrawal because of other eligibility requirements. For example, a first-time, first-year undergraduate student who has not completed the first 30 days of their program before withdrawal will not receive any FFEL or Direct Loan funds that would have been received had they remained enrolled past the 30th day. If a student receives (or the school, or student's parent receive on student's behalf) excess Title IV program funds that must be returned, the school must return a portion of the excess equal to the lesser of:

- ❖ Student's Institutional charges multiplied by the unearned percentage of funds received,
- ❖ The entire amount of the student's excess funds.
- ❖ The school must return this amount even if it didn't keep this amount of the Title IV program funds.

If the school is not required to return all of a student's excess funds, the student must return the remaining amount. Any loan funds that must be returned may be repaid in accordance with the terms of the promissory note.

The requirements for Title IV program funds when a student withdraws are separate from any refund policy that the school has. Therefore, a student may still owe funds to the school to cover unpaid institutional charges. The school may also collect from a student for any Title IV program funds that the school was required to return.

If a student drops out or withdraws from the program, all of the students remaining Federal Funds will be returned to the lender. The student will not get to keep the remaining money.

For questions about Title IV program funds, please call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-2343). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at www.studentaid.ed.gov. For further information regarding student loans, including payments and deferments, please contact MLH.



Student Outcomes



Graduation and Job Placement Rates

Below are some important rates, as prescribed by the SRKCS and 34 CFR § 668.6(b). All data was taken from the 2023-2024 enrollment period and includes full-time and part-time students in the professional pilot program.

- Part-time Graduation Rate: 100%
- Full-time Graduation Rate: 86%
- Part-time Job Placement Rate: 100%
- Full-time Job Placement Rate: 99%

This means that out of 14 full-time students enrolled, 12 of them graduated and out of the 12 that graduated, 9 found employment in the industry. For part-time students, out of 5 enrolled students, 5 of them graduated. From the 5 graduates, 5 found employment in the industry.

Job Placement for Graduates

At MLH, we are passionate about helping our students learn how to fly, and we focus on achieving two main goals:

- ❖ Training students how to be the most knowledgeable, safe, and sought-after pilots in the aviation industry.
- ❖ Helping MLH graduates find work and succeed in the industry.
- ❖ MLH maintains an excellent employment rate for their students after graduation. Hear what our alumni have to say over at the Mauna Loa alumni page of our website. While MLH offers no formal job placement for students, we do everything in our power to assist our instructors in finding their first jobs in the industry. Immediately after graduation we hold an interview with graduates, give tips on resume writing, suggestions for helpful websites. We are always happy to be listed as reference on resumes or to write letters of reference. Graduation rate and transfer-out rate for students receiving athletically related student aid is not applicable.

Application Procedures for Flight Instructor Employment

All graduates of the Professional Pilot Program are granted an interview for the position of flight instructor following their graduation. Graduates should submit both a resume and cover letter to Chief Pilot, Mike Piatt at mike@maunaloahelicopters.edu and request the scheduling of their interview. After the interview, all applicants are placed into an active pool for approximately 3 months. When new instructors are needed, MLH will hire the most qualified candidate(s) from that active pool.

MLH prefers to hire their own graduates as instructors and tour pilots. MLH is able to hire the majority of our graduates as instructors, while the remaining go on to work as flight instructors at other schools. Whether or not a graduate is hired depends on the demand for instructors at the time of applying and the individual's performance and professionalism in the program. After working as an instructor, graduates may then apply for the position of Tour pilot. MLH does not guarantee employment.

Flight Instructors Eligibility

To be eligible for the Flight Instructor selection process at MLH, an applicant must have all ratings and certificates included in the Professional Pilot Program; 25 hours in the R44; a current 2nd class FAA medical; Robinson Safety Course. It is strongly encouraged that applicants also complete the External Load Training Course.

Weight Restrictions for Hiring

MLH prefers to hire flight instructors who weigh less than 200 lbs. A lighter pilot allows for a larger remaining useful load, thus allowing the instructor to train with a greater variety of students.