

Santo Domingo FLIGHT INFORMATION REGION

CONTROLLER HANDBOOK
EFFECTIVE JULY 2018



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RECORD OF CHANGES

CHANGE	EFFECTIVE DATE	DESCRIPTION

WELCOME TO SANTO DOMINGO FIR

Letter from the ATM

Welcome to Santo Domingo Flight Information Region, we are glad to have you onboard our team. Santo Domingo FIR is the controlling facility responsible for controlling the Dominican Republic airspace. We have a variety of major airports with flights to the US, Canada, Europe, South America and the Caribbean. The Dominican Republic is a major caribbean gateway and we invite you to stay awhile and enjoy the paradise that is Santo Domingo FIR.

Ernesto Martinez
Air Traffic Manager, Santo Domingo FIR

SECTION 1: GENERAL POLICIES

Teamspeak Policy

TeamSpeak is the current method that is used as the primary voice communication with other CERAP members. Each controller is encouraged to be in teamspeak while they are performing their controlling duties.

The TeamSpeak Login is as follows:

Username: Please use your Full First and Last Name!

Address: ts.vatcar.org:9402

The connection information above, including the TeamSpeak server address is intended for members only. Do not share the TeamSpeak information with anyone outside of the community unless you have permission from our staff to do so.

When speaking inside the teamspeak, you must be courteous to other members and accepting to others. If you wish to report a breach of the Teamspeak rules, please let a staff member know in Teamspeak or by email.

1. No swearing or vulgar language. VATSIM welcomes members aged 13+ and we have a duty of care to protect our younger members from being exposed to bad language. Additionally, some members feel uncomfortable at the use of bad language, or may be offended by it.
2. No personal attacks, bullying or intimidation. We strive to encourage a positive community atmosphere to ensure the best enjoyment is had in our hobby. Any form of personal attacks, bullying or intimidation is not tolerated and will be treated very seriously.
3. No posting links to inappropriate or illegal content. Our TeamSpeak server has been kindly donated to us and we have an obligation to ensure it is used for the right purposes. The server may not be used to share links to vulgar or pornographic material, nor may it be used to link to any site which encourages illegal activities.
4. No spamming. This rule is quite self-explanatory.
5. Respect other members. If you enter a room where there is controller coordination going on, or a group flight is being enjoyed, please do not interrupt the activity by playing music down the channel or by disturbing the room occupants by any other means. Please respect the rules for different room categories, as below.
6. No rude behavior. This covers a range of behaviors that would be constituted as being rude or impolite.

Home Controller Membership Requirements

In order to be a member of Santo Domingo FIR, an user must apply by filling out

the formal application form located in the VATCAR Website. Once the member has been accepted, the application will be processed and the member will be notified of the outcome. In order to be a member of Santo Domingo FIR user must:

1. Be a member of VATSIM in Good Standing (Good standing is all accounts not currently suspended)
2. Be a member of VATSIM Caribbean Division

Callsigns

For Controllers that are observing, you must log on as MDCS_XX_OBS substituting XX with your operating initials. Your operating initials can be found on the Roster. These initials are 2 letters that are assigned to you and will be your OBS callsign login initials, and also your initials used thru your controlling career in Santo Domingo on VATSIM for various means.

For controlling purposes you must log on with the facility that you are staffing followed by the position you are controlling. For general purposes you will use the ICAO (four letter airport code) to log on.

Example:

If want to control Las Americas Tower, you will connect as MDSD_TWR

If you want to control Cibao Ground, you will connect as MDST_GND

These are the suffixes used for each position:

DEL Delivery
GND Ground
TWR Tower
APP Approach
DEP Departure
CTR Center/Enroute

Staff callsigns are reserved for staff members observing on the network. These callsigns will use the three letter facility code (SJU) followed by the position abbreviation. The positions are limited to the ones below:

MDCS_EC
MDCS_FE
MDCS_TA
MDCS_DATM

MDCS_ATM

Priority Handling

No aircraft will be given priority over any other by virtue of its call sign, status, virtual passengers, or pilot flying the aircraft.

Santo Domingo FIR controllers have the right to approve and allow special procedures for aircraft under their control, in alignment with FIR, VATCAR and VATSIM policy and guidelines.

Controllers may, and traffic permitting are encouraged to, allow pilots to simulate reasonable emergencies. However, as specified in section B8 of the VATSIM Code of Conduct, a controller may decline to allow, or direct the termination of, any simulated emergency.

Pilots should not expect any special treatment, queuing, or clearances that would provide preferential treatment over their fellow pilots.

If a pilot fails to follow ATC Instructions, you may call a VATSIM Supervisor to handle the situation by typing (without quotes) ".wallop ABC123 is not following ATC Instructions"

Roster Removal and Reinstatement

Home controllers are those controllers who have selected or transferred to the Santo Domingo FIR via the VATCAR website. Home controllers are listed on the Santo Domingo Roster. For each calendar month, Resident Controllers are required to control a minimum of three (3) hours in order to remain current on the roster. Controllers who cannot make that requirement are urged to contact the ATM or DATM. If necessary, the Controller may request a Leave of Absence from the ATM or DATM. This policy is to ensure compliance with the VATCAR Air Traffic Controller Hours policy.

New controllers, without a certification, shall maintain an active training profile with the Santo Domingo training team. All new controllers, both resident and visiting, will be placed as inactive on the roster if they have not enrolled in their first course in the first 60 days of joining Santo Domingo. After initial course enrollment and/or after successfully passing their first exam, they will be expected to complete three (3) hours of classroom or network training hours to remain active.

After a controller is moved to inactive status, an email is sent to the controller

by the Air Traffic Manager or the Deputy Air Traffic Manager. If a response is not received within a 7 day period, the controller may be removed from the roster. A controller removed in accordance with the above who wishes to return to the Santo Domingo roster must email the Air Traffic Manager or designee stating their intent and submit a transfer request to MDCS via the VATCAR transfer request form via the VATCAR web site. A controller may also be removed from the MDCS roster due to failure to adhere to any Santo Domingo FIR or VATCAR regulations or guidelines, rude or disruptive behavior, insubordination or harassment of a member or staff, or a violation of VATSIM Code of Conduct (specifically A.1, A.11, A.12).

If less than 30 days have elapsed from the date of removal the controller will be returned to the roster with all previously earned certifications. If a period of more than 30 but less than 60 days has elapsed from the date of removal, the controller must demonstrate that the knowledge has been retained by repeating the written test and OTS for the highest certification earned prior to removal. If a period of 60 or more days has elapsed from the date of removal the controller must start the entire Training program from the beginning. Visiting controllers who fail to meet activity requirements shall have visiting controller status removed.

Disciplinary Policy

Disciplinary actions within Santo Domingo FIR should generally be conducted in the order provided below. Due to severity of offense steps may be modified, skipped, or removed at the discretion of the Air Traffic Manager and the Deputy Air Traffic Manager.

1. Verbal Warning
2. Written Warning
3. Roster Removal
4. Referral to VATCAR 1/2

Communication

The VATCAR forum and Email, are the official communication vehicles that Santo Domingo FIR staff uses to pass information down to Facility staff and/or members. Santo Domingo FIR staff are expected to check email on a daily basis. Below are the following official emails for contact:

ATM	atm@santodomingo.vatcar.org
DATM	datm@santodomingo.vatcar.org
TA	ta@santodomingo.vatcar.org

EC FE fe@santodomingo.vatcar.org
events@santodomingo.vatcar.org

Leave of Absence

Controllers are responsible for letting the facility ATM/DATM if they are unable to fulfill the facility's minimum requirements for a specific month. If a controller needs to take a long period of time from ATC for any reason, they may request a Leave of Absence to the ATM/DATM. Prior to doing so, the controller will need to keep in mind the following things:

1. Leave of Absences are given for period of absence up to 4 months and extended up to 8 months in a 2 year period.
2. The total time of leave of absence may not exceed 8 months in any 2 year period.
3. Members who have been granted LOA and have been found to be logging 15 hours or more on the network controlling or flying, are subject to their LOA being revoked and being placed as inactive status.
4. A controller may cancel his leave of absence at any period if he/she will be returning to the network prior.
5. Once the leave of absence ends, the controller will be placed in the active roster and must meet the minimum monthly requirements.

SECTION 2: TRANSFERRING/VISITING CONTROLLERS

Visitor Minimum Requirements

In order to be a Visiting Controller at Santo Domingo FIR a candidate must meet and continue to follow the requirements below at all times:

1. Be a member of VATSIM in Good Standing (Good standing are all accounts not currently suspended)
2. Hold a rating of Student (S1) or higher
3. Fill an Application on the VATCAR Website
4. Control 50% or more of their controlling time per calendar month in their home facility
5. Control a minimum of 3 hours each calendar month.

If a visiting controller at any time fails to meet the requirements stated above, they will be subject to removal from roster.

Visiting Controller Selection Process

If a candidate meets the requirements stated above the application will be taken

into consideration pool. The main priority in controller selection is given to Home Controllers. As such, if there isn't enough resources to train visiting controller candidates, the application may be rejected or placed on hold until there is more availability in the training department.

VATSIM Transfer and Visiting Controller Policy

As stated in the visiting controller minimum requirements above, a visiting controller must complete 50% or more of his hours within a calendar month in his home facility. Failure to do so will involve disciplinary action including but not limited to:

- Referral to Controllers home facility/division
- Roster Removal
- Referral to Division Staff if necessary

Transferring and Visiting Controllers must also follow all rules stated in the VATSIM Transfer and Visiting Controller Policy. <https://www.vatsim.net/documents/transfer-and-visiting-controller-policy>

Santo Domingo FIR would like to make it clear that if a home controller visiting elsewhere is in violation of the VATSIM Transfer & Visiting Controller Policy, they will be subject to disciplinary action taken by MDCS/VATCAR.

Transfer/Visiting Controller Training Process

Transfer and Visiting controllers will generally follow the same flow of Home controllers. If a controller transfers with an Observer rating, then he will follow the normal training flow.

Transferring or visiting with a Student Rating or Higher

- Complete Santo Domingo SOP Exam
- Perform a checkout with an Instructor or mentor in the highest rated position that the rating allows for or a lower position if the students would like.
- Visiting controllers will not receive additional training because they do not meet the foundational requirements for the position.
- Visiting controllers who do not meet the foundational requirements will be sent to their home facility to obtain further training.
- Visiting Controllers may only receive training in ICAO Phraseology since it differs from FAA.
- Visiting controllers will not receive rating upgrades in Santo Domingo FIR. If a visiting controller receives a rating upgrade from their home facility they have the option to receive a checkout following the training sequence

stated above.

- If a visiting controller would like to be checked out for a position below his rating, he has the option to do so.

SECTION 3: GETTING STARTED

Registering on Training LMS

VATCAR uses Moodle for all of its training courses. The link to this platform is <https://training.vatcar.org/>. You can find more information in the training area of this manual but essentially, it contains a summary of the material needed to control as well as the theoretical examinations required. You will receive further instructions on how to register in the Training System as you proceed with the training.

Set up your Scope

In Santo Domingo FIR, we primarily use the VRC Client but controllers are able to use other clients if they wish to do so. Keep in mind that facility files may not be kept as to date as files for VRC.

1. Download VRC by visiting: <http://www1.metacraft.com/VRC/download.shtml>
2. Download the Facility Files by visiting: <https://santodomingo.vatcar.org/downloads.php> and downloading the most current Sector File, Position File, Alias Bundle in the bottom of the page.
3. Open VRC and click on Default. You can customize profiles later as preferred.
4. Click File, Open Sector and select the file you downloaded in Step 2.
5. Go to Settings, General and Click Select on Alias File. Then select the file that you downloaded in Step 2.
6. Go to Settings, General and Click Select on POF File. Then select the file that you downloaded in Step 2.
7. Go to Settings, General and Click Airspace. Lower your Visibility Range to about 20NM. Then in both Arrivals and Departures, type MDSD.
8. Go to Settings, Radar Mode and click Simple.
9. Go to View and Click on the following:
 - a. Geography
 - b. Static Text
 - c. Airport Labels
 - d. Airports
 - e. VOR Labels

f. VOR

10. Go to Tools and click on Controllers List.
11. Go to File and Click Save Session Profile As. Name it as you want.

These settings vary depending on your preferences. Please review the guide below which explains how to use VRC: <http://www1.metacraft.com/VRC/docs/>

Scheduling a Training Session

Once you have set everything up and have gone over the material in Moodle you can go ahead and request your first Session. To do so, please email atm@santodomingo.vatcar.org. Please include your day/time availability for next 7 days. Visit the Training Policies section of this manual to verify some rules regarding sessions.

SECTION 4: TRAINING

Training Platforms

Training in Santo Domingo FIR will be conducted in the approved training platforms established in the facility and/or the Division. Course materials, including exams and quizzes will be held on the Moodle Division Training system. Information about the platform can be found in the Welcome Email or in the Santo Domingo FIR website. Moodle will mostly be used for the theoretical part of becoming a controller. Students are encouraged to complete the coursework on their own but if they need to, are welcome to ask for help by contacting the training staff.

Practical sessions will be held using the Teamspeak server. Information on Teamspeak can be found in the Welcome Email or Section 1 of this manual. Practical sessions will also be held on the network or using the Sweatbox server. Your training staff will further assist you to set up your scope.

Training Process

As stated above there are two components to the training, the Theoretical part and the Practical part. Students are expected and encouraged to complete the theoretical coursework on their own. This will improve the effectiveness of the training staff time. Once you are ready to begin your training, you can schedule a session by emailing the training staff following the directions in Section 3 of this manual.

Rating Upgrades

Once a student has completed all of the coursework established and the training staff feels the students is ready to obtain a rating, the staff will submit a recommendation for an OTS (Over the Shoulder) Exam. The OTS will be held on the network or in Sweatbox with two members of the training staff and one of them being an Instructor. The OTS will follow the guidelines established in the OTS rubric in the Canvas LMS. If a student passes the examination, the staff will send the recommendation to the TA or senior staff and the rating will be processed by the Division. VATCAR is responsible for processing all rating upgrades and downgrades.

Training Policies

Our training team consists of volunteers who take time out of their schedules to perform training sessions. As such, if a student misses a training session there will be consequences stated below. Keep in mind that missing a session means not cancelling via email or reply to training ticket to the instructor within 30 minutes prior to the scheduled session start time. If a student does not show up after 10 minutes of the scheduled start time in Teamspeak, the session will be marked as missed.

Consequences for Missing Sessions:

1st Missed Session	48 hour wait time to schedule a session
2nd Missed Session	7 Days wait time to schedule a session
3rd Missed Session	Counselling with the Training Administrator
4th or More Session	Additional penalties imposed by the TA

After 6 calendar months the Missed Session for a student will reset. The Training Administrator has the right to waive any of the penalties.

Controller Resources

Files

Santo Domingo FIR facility files are located in the Controller's area of the website under Controllers, Downloads. Official facility files are maintained by the Facilities Engineer. Santo Domingo FIR strongly discourages any member from modifying the facility files in any way without permission of the facility engineer. Since files are updated on a routine basis, we ask that you keep up to date with the website and pay attention to your emails in case there is an update. The Alias file is suggested for use and we encourage controllers to make changes if they

want to customize an aspect of it.

Preferred Routes

Preferred routes have been established for many city pairs within the Santo Domingo FIR, and between major airports in other ARTCCs, especially neighboring facilities. Preferred routes help ensure an orderly flow of traffic inside MDCS, other ARTCCs and FIR's. Preferred routes are found in the Controller Cheat Sheet and in the Santo Domingo website.

SECTION 5: STAFF

Overview of Facility Positions

The following positions make part of the Santo Domingo FIR Staff Team. Below will be outlined the responsibilities and roles of each staff position.

Facility Staff:

Air Traffic Manager

The ATM is responsible for overseeing all aspects of the facility. He works with the DATM and the rest of the staff to administrate and develop new resources for the facility. The Air Traffic Manager is a member of the division staff and will be select by the division staff of VATCAR. The ATM will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The ATM will report to the VATCAR Senior Staff.

Air Traffic Manager Requirements

- Must have at least a Controller rating.
- Must have availability to control at least 5 hours a month.
- Must have good written and oral communication skills.
- Must be able to work in a team environment.
- Must have no significant disciplinary history or record of unprofessional behavior.
- Must display a Humble attitude

Duties

- Reports to the VATCAR Director, maintain operations and management for an assigned FIR.
- Maintains an online presence on the VATSIM network.
- Functions as VATCAR staff member and attends periodic meetings to report on FIR activities and to stay abreast of VATCAR issues and policies.
- Establishes an FIR website and oversees its maintenance.

- Initiates and obtains VATCAR Director approval for FIR Standard Operating Procedures, Letters of Agreement and other appropriate documentation.
- Provides for coordination of position assignments and position restrictions when necessary.
- Provides guidance and help to assigned controllers or guests
- Works with FIR and Division-level Events Coordinators on events that may affect the FIRs operations.
- Establishes testing and training as defined, and in accordance with, the VATCAR Training policies.
- Establishes a Deputy ATM position and defines the duties of that position; submits selection to VATCAR Director for final approval and announcement.
- Nominates Instructor candidates to the Training Services Administrator for approval and announcement
- Recommends disciplinary actions to the VATCAR Director/VATCAR DCRM.

Deputy Air Traffic Manager

The DATM is responsible for administration, development, and oversight of the Santo Domingo FIR in coordination with the Air Traffic Manager. The DATM will be responsible for all of the roles of the ATM in the event of his absence. The DATM will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The DATM will report to the ATM. The duties are not limited to those described above or below. The DATM will be assigned additional duties time to time.

Deputy Air Traffic Manager Requirements

- Minimum of Controller 1 (C1) Rating, Instructor 1 (I1) preferred
- Minimum 1 year of active experience on the VATSIM Network
- Strong knowledge of ICAO procedures (ICAO 4444)
- Previous staff experience preferred
- Candidates with graphic design and/or web coding experience are favorable
- Candidate upon offer of position will be required to transfer to the VATCAR Division if not already a VATCAR controller
- The DATM position requires a sometimes significant time commitment each month

Duties

- Administration of the FIR Roster
- Administration of the Facility in the absence of the Air Traffic Manager
- Monitoring the state of the FIR.
- Assisting in development and rollout of major projects. Other Duties assigned by the Air Traffic Manager.

- Maintains an online presence on the VATSIM server.
- Functions as FIR senior staff member & F.A.B. member. Attends periodic meetings to report on FIR activities and to stay abreast of VATCAR issues and policies.
- Assists in coordination of position assignments and position restrictions when necessary.
- Other duties as assigned by the ATM

Training Administrator

The TA is responsible for administration, development, and oversight of the Santo Domingo FIR training program. The TA will be responsible for the development and maintenance of all CERAP training material, to include courses, quizzes, and additional supplemental documentation. The TA will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The TA will report to the ATM. The duties are not limited to those described above or below. The TA will be assigned additional duties time to time.

Training Administrator Requirements

- Minimum of Controller 1 (C1) Rating, Instructor 1 (I1) preferred
- Minimum 1 year of active experience on the VATSIM Network
- Strong knowledge of ICAO procedures (ICAO 4444)
- Previous staff experience preferred
- Candidates with graphic design and/or web coding experience are favorable
- Candidate upon offer of position will be required to transfer to the VATCAR Division if not already a VATCAR controller
- The TA position requires a sometimes significant time commitment each month

Duties

- Oversight of the Training Program.
- Development of Training Materials.
- Administration of the Facility Roster
- Administration of the Instructor & Mentor Program.
- Selection and oversight of the Instructor & Mentor Staff.
- Assessment of the capabilities of FIR Members.
- Assists in the development and execution of CERAP projects.
- Maintains an online presence on the VATSIM server.
- Functions as FIR senior staff member & F.A.B. member. Attends periodic meetings to report on FIR activities and to stay abreast of VATCAR issues and policies.
- Assists in coordination of position assignments and position restrictions when necessary.

- Provides guidance and help to assigned controllers or guests.
- Conducts testing and training as defined, and in accordance with, the VATCAR and SJU Training SOP.
- Optionally, conducts additional training and testing on area-specific subjects.
- Other duties as assigned by the ATM

Facility Engineer

The Facility Engineer is in charge of creating, developing and updating the files for the facility. This individual will be expected to keep the sector files up to standards and find ways to develop new resources for the facility. The FE will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The FE will report to the ATM. The duties are not limited to those described above or below. The TA will be assigned additional duties time to time.

Facility Engineer Requirements

- Minimum of Senior Student (S3) Rating, experienced S2 will be considered
- Minimum 6 months of active experience on the VATSIM Network
- Previous staff experience preferred
- FE position requires a sometime significant time commitment each month
- Candidates with graphic design and/or web coding experience are favorable

Duties

- Reports to the ATM.
- Design and maintain all FIR sector files.
- Develop and maintain position files, alias files, and vSTARS profiles.
- Maintain up to date AIRAC cycles on both sector files, and website airport data.
- Assist in local airspace design and flow management tailored for the virtual environment.
- Assess and report on area scenery available to pilots, recommending any scenery (or links to scenery) to be posted for pilot access.

Events Coordinator

The Events Coordinator will be in charge of creating and maintaining the Events program of the facility. This individual will be the liaison to other facilities and organizations of the network. The EC will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The EC will report to the ATM. The duties are not limited to those described above or below. The EC will be assigned additional duties time to time.

Events Coordinator Requirements

- Minimum of Senior Student (S3) Rating, experienced S2 will be considered
- Minimum 6 months of active experience on the VATSIM Network
- Previous staff experience preferred
- EC position requires a sometime significant time commitment each month
- Candidates with graphic design and/or web coding experience are favorable

Duties

- Reports to the ATM.
- Works with the ATM to develop the Events Program.
- Works with, and coordinates with the ATM, DATM, TA, and FE on event concepts and execution.
- Implements and works with the ATM to oversee approved events.
- Coordination of FIR-Sponsored Events with adjacent air traffic facilities to arrange support for events.
- Liaison to neighboring ARTCCs' and VATSIM Event Staff.

Webmaster

The Webmaster will be in charge of maintaining and developing new features for the Santo Domingo FIR website. This individual will be working with the code of the facility and will find new ways to improve the systems used in the website. The WM will be expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. The WM will report to the ATM. The duties are not limited to those described above or below. The WM will be assigned additional duties time to time.

Webmaster Requirements

- Knowledge of website design
- Minimum of Senior Student (S3) Rating, experienced S2 will be considered
- Minimum 6 months of active experience on the VATSIM Network
- Previous staff experience preferred
- Webmaster position requires a sometime significant time commitment each month
- Candidates with graphic design and/or web coding experience are favorable

Duties

- Reports to the ATM.
- Maintains all HTML and PHP code used with this website.
- Designs and programs new applications requested by the FIR Staff.
- Website graphics designer.

Training Staff

Instructors

Instructors are responsible in assisting the Training Administrator in administering training sessions, overseeing the training program of the facility, assisting new members, and monitoring the performance of current controllers as well as performing controller exams. Instructors are expected to maintain an online presence on the VATCAR TeamSpeak and the VATSIM Network. Instructors will report to the Training Administrator. The duties are not limited to those described above or below. Instructors will be assigned additional duties time to time. Keep in mind that Instructors are regulated by VATCAR and as such the official requirements that must be followed are on the VATCAR Policy area.

Instructor Requirements (Subject to VATCAR Policy Change)

- Must have above average knowledge of VATSIM, VATCAR, and FIR rules and regulations.
- Must have excellent knowledge of ATC matters.
- Must have great pedagogic skills.
- Must have a good command of the English language, both written and spoken.
- Must not have any serious disciplinary history within VATSIM & VATCAR.
- Must have served as a Controller (C1) for at least 200 hours ONLINE before eligible for this function. (The minimum time can be waived by VATCAR1 or VATCAR3 if pertinent reasons exist to award an Instructor function for specific purposes.)
- Must be nominated by the local FIR Director or local Training Director if delegated by the FIR Director.

Duties

- Conducts testing and training as defined, and in accordance with, the VATCAR and FIR Training SOP.
- Responsible for development of the capabilities of Controllers through execution of the Training Program.
- Continually assess the capabilities of the FIR personnel for the TA.
- Optionally, conducts additional training and testing on area-specific subjects.
- Maintains an active training profile
- Member of the Facility Advisory Board.
- Maintains an online presence on the VATSIM server.
- Assists in coordination of position assignments and position restrictions when necessary.
- Provides guidance and help to assigned controllers or guests.
- Other duties as assigned by the TA

Mentors

Mentors are responsible in assisting the Training Administrator in administering training sessions, overseeing the training program of the facility, assisting new members, and monitoring the performance of current controllers. Mentors are expected to maintain an online presence on the FIR TeamSpeak and the VATSIM Network. Mentors will report to the Training Administrator. The duties are not limited to those described above or below. Mentors will be assigned additional duties time to time.

Mentors Requirements

- Minimum of Senior Student (S3) Rating, experienced S2 will be considered
- Minimum 6 months of active experience on the VATSIM Network
- Strong knowledge of ICAO procedures (ICAO 4444)
- Previous staff experience preferred
- Mentors require a sometime significant time commitment each month

Duties

- Conducts testing and training as defined, and in accordance with, the VATCAR and FIR Training SOP.
- Responsible for development of the capabilities of Controllers through execution of the Training Program.
- Continually assess the capabilities of the FIR personnel for the TA.
- Optionally, conducts additional training and testing on area-specific subjects.
- Maintains an active training profile
- Member of the Facility Advisory Board.
- Maintains an online presence on the VATSIM server.
- Assists in coordination of position assignments and position restrictions when necessary.
- Provides guidance and help to assigned controllers or guests.
- Other duties as assigned by the TA

Staff Policies

Staff members are selected to serve the facility and be an example to fellow controllers. As such, members of the staff team are held to a higher standard within the facility. Members of the staff team must follow all rules and policies stated in Section 1 of this manual as well as rules states in the VATSIM Code of Conduct, Code of Regulation, User Agreement and overall policies. If a staff member is found to be in violation of any of these policies, they will be subject to removal from their position or placed in a probation period. Staff members may lose or have limited powers as part of a disciplinary sanction, probation period or investigation. Staff members are expected to be active members of the facility.

If a staff member is found to be missing or fails to respond to emails within a reasonable amount of time, they may be removed at the discretion of the Air Traffic Manager.