



VATCAN General Divisional Policy

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Section 1 – Definitions and Purpose

- 1.1 The purpose of this policy is to provide division-wide clarification on the VATSIM Code of Conduct (CoC) and the Code of Regulations (CoR) in addition to the establishment of rules and procedures for common division operations. These policies are provided as a supplement to and a local implementation of the VATSIM Code of Conduct, Code of Regulations and User Agreement.
- 1.2 All Definitions within this policy will be derived from, in order: VATSIM Policy, VATNA Policy, VATCAN Policy.
- 1.3 FIR – Flight Information Region(s) within VATCAN.
 - a. Consists of Vancouver, Edmonton, Winnipeg, Toronto, Montreal, Moncton/Gander and Gander Oceanic

Section 2 – VATSIM Policies

2.1 No policy within VATCAN can replace policies as published by VATSIM or VATNA. This document is intended to supplement these existing policies and provide guidance to FIR Chiefs, FIR Chief Instructors, FIR Staff and the Membership as a whole.

Section 3- FIR Positions

3.1 All the FIR's within VATCAN shall have, at a minimum, an FIR Chief. The FIR Chief shall hold a VATSIM rating of Controller (C1) or higher. At the discretion of the VATCAN Divisional Director, an FIR Chief may be granted a rating of Controller 3 (C3) or Senior Instructor (I3). The FIR Chief MAY appoint the following positions within the FIR:



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- a. Assistant or Deputy FIR Chief. Appointment to this position requires the approval of the VATCAN Divisional Director.
- b. FIR Chief Instructor. This position will be filled by a member with the rating of Controller (C1) or higher. At the discretion of the VATCAN Divisional Director, a member holding this position may be issued the rating of Senior Instructor (I3).
- c. FIR Facilities Engineer.
- d. FIR Events Coordinator
- e. FIR Website Administrator

Section 4 – Duties for FIR Position(s)

4.1 FIR Chief

- a. The FIR Chief shall, on a regular basis, keep the VATCAN Divisional Director informed on any issues within the FIR that may affect VATCAN itself.
- b. Respond to communications on a timely basis from VATCAN when requested to do so.
- c. Appoint, on a case-by-case basis, individuals for FIR positions, subject to this policy and VATSIM policies.
- d. Maintain a Website for the purposes of VATSIM / VATCAN policy with minimum requirements.

4.2 FIR Assistant Chief

- a. Assists the FIR chief with the day to day operations of the FIR.

4.3 FIR Chief Instructor



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- a. Maintain a list of students and their training status.
- b. Other duties regarding to training needs as required by the FIR Chief and VATCAN.
- c. Ensure training in the FIR is progressing with minimal delay.

4.4 FIR Instructors

- a. Instructors are responsible for the continuing education student controllers.
- b. Instructors are responsible for maintaining a list of their current students.
- c. Instructors are responsible for maintaining communication with their students.
- d. Instructors are responsible to report training activity and sessions to the FIR Chief instructor via the method that is preferred by the FIR and it's Chief Instructor. This includes but is not limited to: VATCAN Action Log or an internal FIR system.

4.5 FIR Facilities Engineer

- a. Responsible for the regular maintenance of the FIR's sector file.
- b. Provides regular updates of the FIRs sector file(s) to the VATCAN's executive team.

4.6 FIR Events Coordinator

- a. Responsible for coordinating events between adjacent FIR's
- b. Responsible for the overall advertising of the events.
- c. Responsible for the coordination of the controllers for the events.
- d. To received and timely respond to requests from Virtual Airlines for events.



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e. The FIR Events Coordinator is responsible for seeking appropriate approvals of events and reports to the FIR Chief or his/her designate.

4.7 FIR Website Administrator

a. Regular maintenance of the facilities website and controller roster

Section 5 – ATIS, TEXT and ATC Communications

5.1 Use of the ATC Channel (/) is authorized under the following situations:

- a. Opening an ATC Service Position
- b. Closing an ATC Service Position
- d. In an urgent situation where a private message may not be received by the intended recipient(s) fast enough; such as large events or inoperable inter-fir coordination.

5.2 As per Vatsim Code of Conduct Policy, Section C.11, only controllers controlling a Tower position or above shall create a Voice Automatic Terminal Information Service (ATIS).

- a. Controllers shall only use an ATIS Service as authorized by the FIR Chief. i.e. uniatis.net
- b. Controllers shall provide the same information in the form of a text ATIS, so that it is readily available to the pilot without the pilot needing to ask for the information. i.e. Through the use of the various pilot client software packages, being able to see the text version without having to ask the controller for the text version.
- c. Controllers are expected to be aware of the Vatsim policies surrounding ATIS.

5.3 Controllers are expected to be aware of the Provisions of Voice and Text Based ATC Services under the Vatsim Code of Regulations.

Section 6 – VATCAN Callsign Policy.

6.1 While instructing, instructors shall add _I_ to their callsign. (ex: CXYZ_I_CTR)

6.2 While mentoring, mentors shall add _M_ to their callsign. (ex: CYEG_M_TWR)



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6.3 Use of VATCANx observer logins is restricted to VATCAN Executive staff and FIR Chief's only.

Section 7 – Controller Currency and Roster List

7.1 – Controllers who do not provide air traffic control services within their assigned FIR for a specified period of time may be removed from that FIR's list of active or visiting controllers. FIR Chief Instructors should retain information on these controllers' certifications for a period of one (1) year after the last recorded date of their air traffic control service activity.

7.2 – Inactivity

a. There are two levels of inactivity, 30 days and 90 days

b. Controllers who have been inactive for more than 30 days may be required to undergo a reorientation at the discretion of the FIR Chief and/or Chief Instructor.

c. Controllers who have been inactive for longer than 90 days will be removed from the local FIR roster. At the discretion of the FIR Chief and/or Chief Instructor, reorientation may be required.

7.3 – Each FIR is expected to maintain a website. This website will contain, at a minimum, the current controller roster. This roster will display the name of the controller and the current positions certified.

7.4 - VATCAN Members who hold an Instructor rating, must commit to at least ONE (1) logged instruction session per calendar month. The VATCAN Director and Training Director reserve the right to re-classify any instructor should they not meet this requirement.

Section 8 – Solo Rated Positions



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8.1. As per VATSIM policy, a 30 Day Solo Certification may be granted by the FIR Chief Instructor and/or FIR Chief. Upon granting a 30 day solo certification to a student the VATCAN website must be updated to publically reflect this certification.

The public URL for a Solo Certification can be found here: <https://www.vatcan.ca/info/solo>

All certifications issued by FIR Staff must be compliant with section 4.5 of the VATSIM Global Ratings Policy.

Section 9 - Guest Controllers

9.1 - Controllers from other FIRs and regions are welcome to apply as guests in all VATCAN FIRs.

9.2 - Prior to being released at an appropriate position, the new guest will be required to receive a briefing or a training session, plus appropriate monitoring on line with an Instructor or Mentor, to assist with the understanding or local phraseology and procedures. Authorization of a Guest controller to operate a specific position is the discretion of the FIR Chief and/or FIR Chief Instructor.

9.3 - At the discretion of the FIR Chief, from time to time, occurrences such as events will require the participation of “substitute controllers”; members from other regions, not regionally qualified and not necessarily meeting the minimum guest controlling criteria. Though monitoring may not always be possible prior to the momentary need for a “substitute controller”, orientation (FIR and position procedures) shall be mandatory.

9.4 - The FIR Chief, may at his/her discretion, decide on a minimum rating requirement for an individual to guest control.

Section 10 - FIR Chief Replacement Guidelines

10.1 - Resigning FIR Chief shall submit resignation directly to the Division Director.



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10.2 - Upon notification from the retiring FIR Chief, the VATCAN membership will be notified that applications are being accepted to fill the vacant position via the VATCAN webpage and any pertinent forums.

10.3 - During the time between an FIR Chief resigning and a replacement being selected, the VATCAN Divisional Director at his/her discretion may appoint an "Acting" FIR Chief to ensure operation of the FIR.

10.4- The retiring FIR Chief will be consulted as to the best-qualified individuals within the FIR that should be considered. Optionally, a retiring FIR Chief may also be asked to comment on any or all applications received.

10.5 - Upon the appointment of a new FIR Chief, the Chief Instructor shall tender his resignation. The new FIR Chief has the option of accepting or not accepting the resignation.

10.9 - In the event an FIR Chief vacates the position in an unacceptable manner, or is removed for cause, the outgoing FIR Chief forfeits any and all privileges to either make recommendations for, or offer consultation regarding a successor.

Section 11 - FIR Transfers

11.1 - Any VATCAN controller may request a transfer out of their existing FIR to another FIR using the VATCAN password-protected transfer request form on the VATCAN website, or by submitting a request in writing to the VATCAN Divisional Director.

11.2 - The FIR Chief of the requested FIR reserves the right to accept or refuse, with cause, any and all transfers to his FIR from any other FIR within the VATCAN division.

11.3 - An allowable "Cause" for rejecting a transfer can include, but not limited to the following reasons:

a. No individual may transfer FIR's more than once within a contiguous 90-day period. This excludes new controllers that opt to leave an FIR that they selected when first joining



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VATCAN. In such cases, the request must be made within 30 days of initial FIR assignment and subsequent transfers may not be requested for 90 days.

b. Previous experience with the transferee. For example, a proven record of non-compliance or inability to co-operate with other members of VATCAN and/or Personal conflict with FIR Staff.

11.4 - The FIR Chief shall submit his decision using the VATCAN automated Transfer Approval/Denial system or through correspondence to the VATCAN Divisional Director.

11.5 - No individual may transfer FIR's more than once within a contiguous 90-day period. This excludes new controllers that opt to leave an FIR that they selected when first joining VATCAN. In such cases, the request must be made within 30 days of initial FIR assignment and subsequent transfers may not be requested for 90 days.

11.6 - FIR Chiefs are encouraged to discuss transfer requests amongst themselves to evaluate a request before approving or refusing with cause.

11.7 - All transfer refusals shall also be sent to the Division Director to insure that the refusal is in compliance with published transfer policies.

11.8 - All transfer requests will be processed as expeditiously as possible. At the discretion of the Division Director, transfer requests may be approved or denied by the Divisional Director or Divisional Deputy Director if the FIR Chief has not processed a decision within 14 days of the original request submission date.

11.9 - Refused transfers may be contested by the requesting individual provided a review is requested within 14 days of receipt of notification of the transfer refusal. The review request must be presented to the VATCAN Division Conflict Resolution Manager (DCRM) for a complete investigation and final ruling.

Section 12 - Division Transfers

12.1 - In order to transfer to another Division on the VATSIM network, a member is required to email the Division Director (VATCAN1) stating their VATSIM CID # and request a transfer to the division of their choice. (i.e. VATUSA, VATCAR, etc).



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12.2 - The Division Director will then email the target Division Director and state whether VATCAN have any objections or not and ask the target Diary Date to process the transfer at this discretion, providing no objects are present.

12.3 - Upon the completion of a successful Division Transfer, the Division Director will set the member's record to "inactive" and it will remain on the VATCAN database for a length of time.

12.4 - Transfers to another Region on the VATSIM network may requested through the automated Region Transfer function on the VATSIM.net website.

Section 13 – Over the Shoulder Evaluations (OTS)

13.1 – In order for a member to be promoted to the rating of Student 2 (S2), Senior Student (S3), or Controller (C1), an OTS must be conducted.

- a. An Instructor that has NOT been involved with the students training should be the evaluator during the OTS.
- b. If an FIR does NOT have a suitable internal evaluator due to lack of instructors or lack of an arms-length instructor, another FIR Chief or FIR Chief Instructor may assist in the evaluation.
- c. VATCAN Staff can also be contacted and asked to perform the evaluation.

13.2 – Once a date and an evaluator have been determined, the event should be posted on the VATCAN Events board in the forum.

13.3 – The FIR should advertise the OTS event to maximize pilot participation. The FIR can also contact the VATCAN Communications Director for additional event advertising.

13.4 - A sweatbox session is not suitable to be considered an OTS.

Section 14 – Rating Promotions

14.1. In order for a member to receive a rating promotion the following conditions must be met:



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Student (S1) . Completed the VATCAN Academy course and successfully passing the VATCAN-Authorized S1 exam.

Student 2 (S2). Completion of the VATCAN-Authorized S2 exam and a successful OTS examination on the position of Tower (TWR).

Senior Student (S3). Completion of the VATCAN-Authorized S3 exam and a successful OTS examination on the position of Approach/Departure (APP/DEP).

Controller 1 (C1). Completion of the VATCAN-Authorized C1 exam and a successful OTS examination on the position of Enroute (CTR)

Section 15 – Reserved for Future Use

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Section 17 – Reserved for Future Use

Section 18 – Reserved for Future Use

Section 19 – Conflict Resolution

19.1 – VATCAN and VATSIM do not care to engage in the active policing of its memberships. In the event of a dispute between VATCAN Members, the matter should be referred to the appropriate VATCAN Staff member.

If a breach or violation of the VATSIM Code of Conduct has occurred, a supervisor should be contacted to evaluate the situation and determine if any further action is required.

Section 20 – Website / Forum Access, Permissions and Usage

- a. Access and use of the VATCAN website, online systems and FIR websites are a privilege extended to members in good standing of the VATCAN/VATSIM network. All members are required to abide by all currently applicable requirements of the VATSIM Code of



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Regulations and Code of Conduct, as well as the User Agreement in exercising their privileges of use.

- b. The VATSIM, VATCAN or FIR password which you have selected, or has been provided to you is your exclusive membership identification. You may not give permission or knowingly allow your identification and password to be used by anyone else.