

Training Policy

VATSIM Adria

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1. Preface

1.1. Distribution and Scope

This handbook is made available to all members through VATSIM Adria website.

This handbook outlines Training Department Policy, and the standard administrative procedures to be followed by staff, mentors, examiners, and students involved with ATC training within VATSIM Adria. It is not a contract, and will not create contractual obligations, of any kind, for the vACC,

or its members.

Unless explicitly stated, all of handbook's contents can be assumed to be in the context of the VATSIM network.

Where required, the Training Director, or vACC Director may waive policies and procedures stated within this handbook.

1.2. Exclusion of Liability

Everything contained herein is for use on the VATSIM Network only and should never be adopted for real world use.

The information published by VATSIM Adria within this document is made available without warranty of any kind; the Organization accepts no responsibility or liability whether direct or indirect, as to the currency, accuracy or quality of the information, nor for any consequence of its use.

1.3. Amendment History

Revision	Effective Date	Notes
1.0	21 April 2021	First Publication

2. Introduction and general

This section details general policies which apply to **all members**.

2.1. Training Director's Statement

Welcome to ATC Training in VATSIM Adria!

Our Training Department is responsible for developing and implementing training schemes for the award of all VATSIM controller ratings. This is achieved through self-study, one-to-one mentoring sessions, seminars, and examinations. We also, conduct transferring controller ratings ratifications.

Our vACC joins our friends and partners across Europe, the Middle East, and Africa to form the EMEA region, and the Americas and Asia Pacific regions to form the global VATSIM network.

Though we operate within Balkan's region (Slovenia, Croatia, Bosnia and Herzegovina, Serbia, Montenegro, Albania, North Macedonia and Kosovo), we are outward-looking, friendly and cosmopolitan community of aviation enthusiasts. Our members join us for a number of reasons: some are professionals looking to pass on their knowledge, some are aspiring professionals looking to practice their skills, and some are hobbyists looking for something new to learn. Whoever you are, or why-ever you are here, you will find your place within VATSIM Adria!

Welcome!

Marko Tomičić, ATC Training Director

2.2. General Conduct

Members involved with ATC training **MUST** follow the rules set-out in network (VATSIM), region (VATEMEA) and vACC (VATSIM Adria) policies/regulation. Your attention is particularly drawn to the [VATSIM User Agreement](#), [VATSIM Code of Conduct](#), and [VATSIM Code of Regulations](#).

Breaches of such policies/regulations should be reported to a VATSIM Network Supervisor, or VATSIM Adria Staff Team.

2.3. Safety & Safeguarding

The safeguarding of minors on the global VATSIM network is handled centrally by VATSIM.net. All members **MUST** read and follow the procedures set-out in the VATSIM.net ([Safeguarding Minors Policy](#)) which places an obligation on every member of VATSIM to report wrongdoing against any child or young person.

3. The ATC training team

3.1. ATC training Groups

Responsibility for the provision of ATC Training is delegated to the Training Groups (TGs)

- **New Controller TG:** S1 Training,
- **Tower TG:** S2 training,
- **Approach TG:** S3 training,
- **Enroute TG:** C1 training

3.2. Role/Job Description

3.2.1. ATC Training Director

- Delegated general responsibility for ATC training by the vACC Director,
- Develops, directs, and implements new strategies and initiatives,
- Manages and produces documentation,
- Provides updates to the Region Staff as appropriate,
- Regularly reviews the standard of training offered with the ATC the ATC Training Managers to maintain high standard,
- Manages departmental staff members, and advises vACC Directors on appointments from an operational perspective

3.2.2. ATC Training Manager

- Oversees day-to-day and administrative operations in collaboration with the Membership department,
- Is the point of contact for the ATC team on administrative issues,
- Administrates visiting/transferring validations where appropriate,
- Has responsibility for the compliance of ATC examinations, conducted by ATC Examiners on behalf of the Training Director and vACC Director with the Global Ratings Policy (GRP),
- Administrates departmental examinations,

3.2.3. ATC Mentors

- Provide ATC mentoring sessions for students,
- Work with ATC Training Manager to maintain training standards for students,
- Where appropriate, forward students for validations, and examinations,
- Work on updating and maintaining SOP, Study Guides, and training flows

3.2.4. ATC Examiners

- Conduct ATC examinations for students forwarded by ATC Training Department,
- Provide appropriate feedback to students and the appropriate members of the ATC team,
- Examine in accordance with the standards of the Global Rating Policy (GRP) and of the relevant sections of this manual,
- Train new examiners.

4. Students

This section details the processes students should follow, both to progress through the graduated ratings scheme and to obtain endorsements.

The information provided is applicable only to **VATSIM Adria Home Members**. If you are not already a member of VATSIM Adria vACC, the first step is to follow the instructions given out by membership department. You will need to ensure that your vACC is set to 'Adria vACC/ARTCC'. If you need to make a change, this may take up to 24 hours to process.

4.1. Software

4.1.1. Euroscope

VATSIM as whole endorses three controller clients for use on the network, but VATSIM Adria only provides training using the EuroScope client. Installation instructions for this are available on the [EuroScope website](#).

Our Operations Department produces and maintains a sector file, which provides EuroScope with data on the VATSIM Adria airspace structure to display on your screen. You can download the [Adria Sector File](#).

4.1.2. Discord

[Discord](#) is voice communication program we use for training sessions, coordination between controllers, and simply having a chat. All mentoring sessions take place on our Discord server.

4.2. Training Place Offers

This section does not apply to students training for their S1 rating!

Where applicable, eligibility criteria are defined in the relevant sections of this handbook. Once you meet these criteria and a training place is available, training staff will offer it to you by email. You will have 72 hours (3 days) to respond before the place is offered to the next eligible student on the waiting list.

If you need to, you can request that training staff let you know when the next place is available, or can defer your place (see below)

4.3. Maintaining a Training Place

The demands on our training system are significant, so to ensure that our resources are well-used, we require you to engage with your training. You must keep your availability up-to-date and always keep a session requests via Discord (later to be replaced by official system) whilst you have a training place, so that mentors are able to accept your sessions. If you need to cancel a session, you should inform mentor via dedicated channel on discord as soon as possible so that chance for training can be offered to another trainee in line.

4.3.1. Removal of a Training Place

To be fair to other students waiting for a training place, your will be forfeited for administrative reasons if:

- You do not have availability/a session requests submitted 10 days after a reminder is issued,
- You do not have availability/a session requested in last 20 days of your last session,
- You 'no show' three of your scheduled mentoring sessions. (a session is considered to be no showed if after 15 minutes of its scheduled start time, a student is not present)

Of course, if there are any 'extenuating circumstances' please do let us know via email/discord (We don't require details or supporting evidence of any kind, just that you let us know that you are still interested).

Students who have been suspended from the VATSIM network will not be able to conduct trainings in duration of any disciplinary suspensions your training place will be suspended.

If the disciplinary suspension expires, or is revoked or reduced within **seven days**, your training place will be un-suspended. **You will need to meet the requirements of section 4.3 as soon as possible to maintain your training place.**

If the disciplinary suspension does not expire, or is not revoked or reduced, within seven days, your training place will be forfeited and offered to the next student waiting. After the suspension period is completed, you will be re-added to the waiting list your original join date, and – providing you meet the requirements set-out mellow and subject to other waiting students who may have joined the waiting list earlier than you – will be re-offered a training place when one is next available. If you do not wish to restart training, please let us know via email.

In exceptional circumstances (including but not limited to disciplinary reasons), at their sole discretion, the Training Director has the unilateral authority to remove a training place from any student, and to ban any student from receiving training in VATSIM Adria.

4.4. Getting Help

Training staff and mentors are always happy to help with any questions you may have about your training! You can find all staff responsible for trainings on our website.

4.5. Attending a Mentoring Session

Practical mentoring sessions will take place on the [VATSIM Adria Discord server](#). Mentors and students will have dedicated training rooms so no one outside can bother you.

4.6. Deferring a Training Place

At any point during your training – from when you join the waiting list to when you take your exam – you may request to defer your training place by sending an email to membership or training department. You will be returned to the waiting list with your original join date, so that you can pick-up again quickly when you wish to restart training. Places can be deferred for up to two years. Once undeferred, a place cannot be deferred again until an additional three months have elapsed.

4.7. Independent Learning

In order to make most of your sessions, you should spend time outside of your scheduled mentoring sessions studying the theory material provided on our Moodle platform.

The amount of time you will need to spend doing this will depend on your learning style, how much you already know, and the course for which you are studying. A good 'rule of thumb', however, is 'time twice': if you have a two hour mentoring session, spend around two hours after the session consolidating your knowledge.

Mentors will be able to help you with specific questions, but will not be able to teach you everything. **As all of our mentors are volunteers, it is considered rude to arrive to a session unprepared, and may lead to a session being concluded early or, in exceptional cases, to the termination of your training.**

4.8. Solo Validations

As you near your S2, S3, or C1 exam you may be issued with a solo validation. This is a time-limited endorsement, which allows you to control solo on the position on which you are training.

Solo validations have a maximum duration of 90 days (exception is solo validation for TWR position which has no limit). **Solo validation rule is 30/90, which means you can have maximum 30 days of solo validation issued at one time with maximum of 90 days in total time spent on solo validation.**

Whilst controlling under a solo validation, you may not control adjacent to an examination unless the prior and express permission of the examiner is obtained, and may not control event traffic during an official event without the approval of the staff member designated overall responsibility for events.

4.9. Fast Tracks

If you have prior experience in 'real-world' ATC, we may be able to offer you a 'fast track' to the rating equivalent to where you control. This will consist of a couple of sessions with a VATSIM Adria Mentor to familiarize you with 'VATSIM-isms', followed by an exam with a VATSIM Adria Examiner.

As this does mean that other students awaiting training will be marginally delayed as you 'skip the queue', it is expected that you will spend a reasonable amount of time mentoring at each level once you have been awarded your rating.

If you wish to apply for this, please submit a request on [Contact Us](#) page.

4.10. Examinations

4.10.1. Theory

The S1, S2, S3 and C1 training courses include a theory exam, administered through the ATSimTest.

The S1 theory exam must be successfully completed before practical training can begin. The S2, S3, and C1 theory exams can be left for later, but must be completed before a practical exam is requested.

4.10.2. Practical

When you and they feel that you are ready, ATC Training Manager will forward you for a practical examination on the position on which you have been training. An exam request will be entered on your behalf, which will be available for examiners to accept.

S1 and S2 examinations will usually be accepted by a single examiner. S3 and C1 examinations will usually be accepted by two examiners. Some exams are also attended by one of our ATC Training Managers, but you can request that they do not attend if you prefer (exception is when ATC Training Manager is doing check up on Examiners as per section 3.2.2 of this handbook). If they do attend, they will not speak to you or the examiner until your exam has been completed, but can participate in the debrief.

For S2, S3 and C1 exams taking place on the network, examiners will make a forum post to request adjacent ATC and pilots to attend (this can be done by higher staff position in ATC TD or Events Department). Adjacent controllers are not permitted to operate under a solo validation, nor during a mentoring session, without permission by examiners or ATC Training Managers. Exams will not be scheduled during events without permission of Events Department.

Practical exams are 'open book', so you may refer to any notes, charts, or manual to assist you. You may not, however, ask for or take advice from another person - if this occurs, it may result in failure of the exam. Unsolicited advice will not be held against you as long as you tell your examiner as soon as possible.

The practical session will last for at least one hour, and usually not more than two hours. This will usually be followed by a debrief and theory session, in which examiners will ask questions in order to finalize their marks, and will give you the chance to point out any mistakes you made and how you might have dealt with them better. They will then 'break-down' your performance, explain to you their marking, and give you their final result.

In the event of a pass your examiner will post to that effect on the forum – it is customary to make a post of thanks for those involved in your training a short time after this. Your rating will be upgraded within 72 hours of the exam report being filed.

In the event of a fail, your examiner will write a detailed report to ATC Training Department, listing the further training actions they recommend. This will form the basis of your further training before the Training Department forwards you for another exam.

In the event of not enough traffic during examination, examiners must prepare SweatBox session I order to test your skills. In this case, 2 examiners are required, 1 to examine the exam, and 1 to work with SweatBox traffic (in case of high overload in SweatBox session additional examiner may be included to help with workload).

4.11. S1 Training

S1 training Process contains following steps:

- Reading all documents on our Moodle Platform,
- Introduction to VATSIM Code of Conduct, Code of Regulation and Global Rating Policy,
- Theory exam on ATSimTest,

- Ground position training.

4.12. S2 Training

VATSIM Adria Home Members holding a rating of S1 are eligible to requests to begin S2 training. After you obtained S1 rating and received an email from VATSIM regarding rating upgrade from Pilot/Observer to Student you should inform ATC Training Manager in order to start your S2 training.

The content of the S2 course is list in the S2 Training Plan.

4.12.1. Eligibility

In order to be eligible for a training place, you must have:

- S1 rating,
- Finished Tower Study Guide course on our Moodle platform,
- At least 15 hours of GND controlling in three months before a training is requested,

4.13. S3 Training

VATSIM Adria Home Members holding a rating of S2 are eligible to requests to begin S3 training. To express interest, submit request via website (later to be replaced by ATC Center). Once request is submitted you will be added to a waiting list.

4.13.1. Eligibility

In order to be eligible for a training place you must have:

- At least 15 hours on VATSIM Adria ATC positions in three months before a place is offered,
- At Least 75 hours in total on VATSIM Adria TWR positions.

4.14. C1 Training

VATSIM Adria Home Members holding a rating of S3 are eligible to request to begin C1 training. To express interest, submit a request via website form (later to be replaced by ATC Center). Once request is submitted you will be added to a waiting list.

4.14.1. Eligibility

In order to be eligible for a training place, you must have:

- At least 50 hours on VATSIM Adria ATC positions in the three months before a place is offered,
- At least 200 hours on APP positions in the sector on which you wish to train:
 - ADR_W - LDZA, LJJ, LJMB, LDDU, LDSP, LQSB, LQTZ, LQBK
 - ADR_E - LYBE, LWSK, LYPG, LATI, LWOH & LYTV (full procedural control)

4.15. C3 Training

The Senior Controller (C3) rating is available to C1-rated member who have made significant contributions to the VATSIM network or the VATSIM Adria vACC.

There are four routes to obtain a C3 rating. Members need only to meet the criteria for one route to become eligible.

4.15.1. Controlling

In order to be eligible, you must have spent:

- 1500 hours controlling VATSIM Adria positions, of which at least 500 hours must have been obtained on VATSIM Adria CTR positions after a c1 rating has been awarded (or, in the case of ratings transferred from other vACCs, after being validated to the C1 level)

4.15.2. Mentoring

In order to be eligible, you must have conducted:

- 300 ATC mentoring sessions of at least one hour in duration, of which at least 60 must be for C1 trainees

4.15.3. Staff

In order to be eligible, you must:

- Have been a member of staff in any VATSIM Adria department for at least three years (cumulative),
- Obtain from the current director of your department(s) a certification of your contribution throughout your tenure,
- Have held a C1 rating (or, in the case of ratings transferred from other vACCs, been validated to C1-level in the Adria) for at least one year.

5.15.4. Exceptional Contribution

The vACC Director(s) and Training Director may award a C3 rating to any member who has made an exceptional contribution which does not fall into the requirements of the routes above.

Members may not nominate themselves for C3 rating under the exceptional contribution route.

5. Mentors

This section details the procedures which mentors should follow to join the mentoring team and to teach our students.

New Controller:

- Ground endorsements,
- Introduction to ATC sessions,
- One-to-one sessions.

Tower:

- S2 training (S2+ mentors)

Approach:

- S3 training (S3+ mentors)

Enroute

- C1 training (C1+ mentors – ADR mentors must be approved for ADR_CTR before providing trainings for ADR positions)

5.1. Becoming a Mentor

The ability of the vACC to train its students is entirely dependent upon volunteer mentors. It is only because students choose to 'return the favor' which was extended to them by their mentors that training may continue to function.

There are three prerequisites to becoming a mentor:

1. Holding the appropriate rating for the position on which you wish to mentor (please see above),
2. Spending sufficient period of time (at the discretion of ATC Training Manager & ATC TD Lead) consolidating knowledge on the position,
3. Being in good standing with vACC.

If you are interested in becoming a mentor, please contact the Training Department via email (later will be replaced by ATC Center).

5.1.1. Mentor Training

Once you are accepted as a mentor, ATC Training Staff will conduct OTS (Over the shoulder) session. The OTS will consist of a brief introduction to mentoring from ATC Training Staff, and the opportunity for you to teach a lesson to a student. Once the session is accepted ATC Training Staff will let you know who you will be mentoring (Mentor from ATC Staff will pick session based on your availability time) and give you access to view their previous session reports.

Like any training program, how long it takes you to be signed off to mentor depends on a range of factors, most new mentors complete their mentor training after two-three sessions.

5.2. General Conduct

Mentors are considered to be highly trusted members of the division, so must behave accordingly at all times, in and out of mentoring sessions.

Repeated or serious violations of the VATSIM and vACC Policies may result in the loss of your mentoring permissions.

5.2.1. Data Handling

As a mentor, you have access to pieces of personal data related to students training, mainly found in mentoring reports. This is bound by the **General Data Protection Regulation (GDPR)**. It is essential that you access or share it only when there is a valid operational reason to do so, or with the consent of the member concerned.

The mentors' channel on Discord is an ideal environment in which to discuss mentoring matter with other mentors. If you need to discuss a mentoring matter, these - or a private conversation with the appropriate mentor/member of staff – are the places in which to do it. This ensures that only those permitted to access the report will be able to view it. Students' data must **NEVER** be posted in public channels, or non-VATSIM services (e.g. Facebook, Instagram, Twitter, etc.).

If you take notes during a session, you should transfer these into mentoring report as soon as possible, and destroy or delete your original notes so that data is held only on VATSIM services.

Any breaches of the above – accidental or otherwise – should be reported to the **ATC Training Director** or **vACC Director** as soon as possible. This includes breaches by other members about which you become aware.

5.3. Leaving the Mentoring Team

If you wish to leave mentoring team, you should submit your resignation by email to the ATC Training Team.

In exceptional circumstances, it may be necessary for a mentor to be asked to leave their position for reasons including (but not limited to) serious breaches of VATSIM.net, VATEMEA, or VATSIM Adria policies, repeated misconduct, or serious misconduct. This decision must be taken by the ATC Training Director in consultation with the ATC Training Manager, or by a VATSIM Adria Staff in consultation with the vACC Director.

5.4. Conducting a Session

Before accepting session, you should read through the students previous mentoring reports (where available) to decide the focus of the session, and make a brief lesson plan. Most sessions should take place on the live VATSIM network, but the SweatBox server is available for use where appropriate (e.g. when mentoring OBS->S1->S2 students, or to engineer specific situation).

Session can be accepted through the Discord channel (later to be replaced by ATC system). Every student should have a fair chance at their training, so you should avoid excessive 'preferential

mentoring' – the practice of repeatedly 'skipping' certain students to favor others. This does not apply when only done occasionally, when sessions are spontaneously, if agreed with ATC staff, or if other reasonable circumstances apply.

Session will take place on the VATSIM Adria Discord server. Mentors **MUST NOT** communication media (e.g. Skype, another Discord or TeamSpeak server, etc.) to conduct mentoring sessions.

Students should be taught and graded in accordance with the relevant syllabus, and with guidance from ATC Staff. During the session, you should log-on with the callsign convention (e.g. LJJ_M_TWR, or local equivalent), and monitor the student's frequency.

After a session, a report should be filed on forum (later to be replaced by ATC Center) summarizing the session and point for improvement. This is the main way through which student's progression is tracked, so timely reports are essential! Where possible, you should aim to file a report within **three days** of the session or session will be counted as invalid.

If student has not connected to the VATSIM Adria Discord server within 15 minutes of their session start time, their session can be recorded as a 'no-show', and mentor should file a report stating the session is 'no-show'. In case that student is late for the session, it is mandatory to notify the mentor to avoid session to be scored as 'no-show'.

5.5. Mentoring Resources & SweatBox Files

Resources for use in your session will be made available to you via the VATSIM Adria Moodle platform (or Google Drive) which you are encouraged to contribute. Any resources which you upload to Moodle or Google Drive will become the property of VATSIM Adria, but you may credit yourself in your work. Though others may modify or update your resources, your credit will not be removed.

Any resources you make should be made with reference to material which is either in the public domain or published by VATSIM (including its subsidiaries). Sources should all be referenced appropriately. To ensure that we are working legally and ethically (e.g. with respect to copyright rules) you **MUST NOT** use other materials without prior written permission.

5.6. Getting Help

All mentoring is done under the supervision of the ATC Staff, who will make decisions about students training and guide you in your teaching. They will be your point of contact to deal with any mentoring issues, and to be recommended students for solo validations, endorsements and examinations. If you are unsure about anything relating to your role as mentor, the ATC Staff should be your first point of contact. Depending on the issue you may wish to do this informally via Discord, or formally via email.

If you are unhappy with the response received from ATC Staff, or for whatever reason you do not wish to raise your concern with them, you may wish to raise your concern with other members of the Training Department. The ATC Training Manager may be able to help with minor, day-to-day, or administrative issues and can offer a 'first review' of ATC Staff decisions, the Training Director may be able to help with more severe issues or concerns around training department policies, the vACC Director may be able to help with wider-reaching, disciplinary, or division policy issues.

6. Examiners

This section details the procedures to be followed by ATC examiners at all levels.

In general, an examiner will hold a permanent controller rating at least one level above that for which they are examining (e.g. an examiner for S2 will hold an S3 or above). This may be waived in certain exceptional circumstances (e.g. if member has real-world ATC experience). **Applications from members to become examiner will not be accepted.**

6.1. Becoming an Examiner

Before examining solo, you must undergo a period of training. As a minimum, this will include:

- A brief introduction with the Training Director/ATC Training Manager,
- One exam observation
- One exam as a trainee, taking an active role

You will be allocated exams to observe and participate in by the ATC Training Manager (or Training Director), and will be additional to the 'qualified examiners' conducting exams.

6.2. General Conduct

Examiners are considered to be highly trusted members of the vACC, so must behave accordingly at all times.

In addition to the VATSIM User Agreement, VATSIM Code of Conduct, and VATSIM Adria Policy, as an examiner you must:

- Display professional attitude to VATSIM and VATSIM Adria vACC at all times, whether acting as an examiner or not,
- Keep all exam-related information confidential – information may only be shared on a 'need-to-know basis' to other examiners and relevant members of the training team,
- Inform the ATC Training Manager if you have any particular concerns about a candidate, about the conduct of an exam, or if you suspect instances of cheating.

6.3. Leaving the Examiner Team

If you wish to leave your examiner role, you should submit your resignation by email to the ATC Training Manager and Training Director.

In exceptional circumstances, it may be necessary for an examiner to be asked to leave their position for reasons including (but not limited to) serious breaches of VATSIM.net, VATEMEA, or VATSIM Adria policies, repeated misconduct, or serious misconduct. This decision must be taken by the Training Director in consultation with the vACC Director.

6.4. General Procedures

6.4.1. Callsigns

The primary examiner should use the callsign _X_ when connecting to the network (e.g. LQSB_X_CTR). The second examiner should use the callsign _Y_ (e.g. LQSB_Y_CTR). Additional parties (e.g. trainee examiner) should connect with the callsign _Z_ (e.g. LQSB_Z_CTR). Caution should be exercised to avoid confusion with the 'zone' callsign. Any further observers should use standard observing callsigns.

6.4.2. Duration

The practical session should last for a minimum of one hour, and no more than two hours (1.5hrs is usually appropriate). Any criteria not assessed in this time should be covered in the theory sessions, which itself should not exceed 30 minutes.

6.4.3. Adjacent Mentoring, Solo Validations and Events

Anyone wishing to control adjacent to an exam during a mentoring session or whilst controlling with a solo validation should obtain permission from both the primary examiner and the student being examined. Either may refuse such permission.

Exams must not take place on positions roostered for an event.

6.4.4. Attendance of ATC Staff

Member of ATC Staff team may wish to observe an exam. This can maybe particularly useful for them to pick up on any mistakes that students commonly make, and so that they remain 'up to date' on how exams work in order to answer student's questions.

Where this happens, the observing member of ATC Staff should not interfere in the conduct of the exam, nor should they speak to the student before you have decided your result (the may, however, participate in debrief).

6.4.5. Grading & Assessment

The overall grading will be as follows:

- Pass,
- Incomplete (direct continuation at a later date),
- Fail – Resubmit (where the exam has been assessed as fail but the student requires no further training),
- Fail – Further Training (where the exam has been assessed as fail but the student requires further training)

Individual criteria will be assessed as follows:

- Fully Competent – complete competency in the criterion,
- Mostly Competent – infrequent or minor errors, with a good level of competency,
- Partly Competent – frequent or significant errors, with basic level of competency,
- Fail – repeated errors, with no competency shows,

- Not Tested

When assessing criteria, examiners should consider not only the level of competency shows in the examination, but also the ability to learn and improve going forwards, and the usefulness of any further training.

A student will have passed the exam if no individual criteria are marked as 'fail', and no more than two criteria are marked as 'partly competent'. The criteria are listed in Appendix A of the [VATSIM Global Rating Policy](#).

6.4.6. Appeals

In absence of 'hard copies' of events taking place during the exams, result is final and students are unable to appeal. If a student believes that they were marked unfairly, they should contact ATC Training Manager or Training Director.

6.5. Conducting Examinations

Exam requests are forwarded by mentor or ATC Training Manager.

For S2+ exams, once the request has been accepted, you should post a thread on the forum, including at a minimum the position, date and time, and any additional details deemed necessary. The thread should be locked at the exam's start time.

At the start of the exam, you should invite the candidate into an exam room on Discord server to explain the format of the exam. This briefing should include:

- Welcome,
- Order of content (practical, theory, and debrief),
- Marking system,
- Basic rules of the exam:
 - Adjacent ATC will be in the room, but if text coordination is necessary the student should tell you what they've coordinated,
 - The exam is open book so notes, etc., may be used, but the student must not receive advice from any other member – if this is received unsolicited they should let you know as soon as possible, so that it won't count against them.
- Advice on fixing mistakes and discussing them in the debrief,
- An opportunity for student to ask questions.

6.5.1. Practical

When both you and the student are ready, ask the student to connect to the network and invite the appropriate adjacent controllers into the exam room for coordination. Students do not need to use the `_T_` callsign during exams, but there is no drawback to them doing so.

As in mentoring sessions, you should monitor the student's frequency (including text). How you wish to take notes will depend on your personal style which will help you with debrief. Depending on traffic levels, you may wish to use PMs to pilots to engineer certain situations to assess certain competencies. Speaking to other member connected to Discord server can also help to 'drum up' some traffic.

Emergencies can only be simulated during exams with your express permission. They can be useful tool to engineer a traffic situation, but you should be cautious in using them as students are not required to cover emergency procedures as part of their training.

The practical session should last for at least 60 minutes, and will usually be around 90 minutes. Where possible, you should try to find another controller to take-over. This is not a requirement, however, and if another controller is not available the student should be asked to transfer traffic to UNICOM (or station above).

In exams with multiple examiners (including examiner training), the primary examiner should delegate task as appropriate.

The students should be given around 5/10 minutes after the practical session to gather their thoughts. In exams with multiple examiners, this can provide useful opportunity to compare notes and decide on appropriate theory questions to ask.

6.5.2. Debrief

You should try to direct questions to allow you to assess those competencies which could not be covered in the practical session, asking follow-up questions to really explore the student's understanding of a subject. There are, of course, some competencies which lend themselves much more strongly to questions than practical demonstration.

Where covered after the practical session, this also provides a good opportunity to debrief and see situations in the context of the student's theoretical understanding. Whatever the likely result of the exam this will be useful to examiners to substantiate their opinions and for the student to learn.

6.5.3. Result

Where theory is covered before practical, debrief should be conducted at this point.

In exams with multiple examiners, if a unanimous agreement on the final result cannot be reached, examiners should seek advice from (in order of preference):

- Another examiner 'qualified' at the level of the exam,
- The ATC Manager,
- The Training Director.

If none are readily available, this may require delaying the result until a later date.

In the event of a pass:

- Congratulate the student and discuss training options from here;
- Inform the student that the Training Director will process their rating upgrade, usually within 72 hours,
- File exam report as a pass,
- Feedback to the Training Director and ATC Training Manager

In the event of an incomplete assessment:

- If possible, arrange to continue the exam at a later date,

- File the exam report as incomplete and accept another exam if able,
- Post on the forum accordingly,
- Notify the Training Director and ATC Training Manager

In the event of a failed exam:

- Ensure that the student understands the reasons for failing and what they could (or should) have done – at this point you become less of an examiner and more of a mentor,
- Explain the next steps – either the student is immediately resubmitted or return for further trainings,
- File the exam report as fail resubmit, or fail further training as appropriate, including detailed reasoning,
- If further training is required, email the Training Director and ATC Training Manager with feedback and recommendations for further training,
- If the candidate is immediately resubmitted notify the ATC Training Manager, who may decide to allocate the second exam to different examiner.

6.6. Transferring Controller Validations

Controller with a rating of S2 or above who wish to transfer to the Adria vACC will undertake practical validation. These will be conducted in the same way as practical examinations (as described above) and to the same standard, but will often use only one examiner.

The result of a validation should be reported to the Membership Department and ATC Training Manager.

7. Staff

This section details the procedures to be followed by those in staff roles within the ATC team. The responsibilities of each role are listed at the start of this handbook; further guidance is available in this section.

7.1. Joining the Staff Team

At the discretion of the Training Director and vACC Director, vacancies may be filled following an advertisement on the VATSIM Adria forums, or may be filled by direct appointment.

Where vacancies are advertised, there will be a minimum of seven days' notice given before the deadline for applications. Candidates will be provided with an overview of the responsibilities of the role and the minimum requirements (e.g. rating) which must be met. Candidates may be appointed directly following their application, or may be invited to arrange an interview with members of the Training Department or vACC Staff.

7.2. Leaving the Staff Team

If you wish to leave your staff position, you should submit your resignation by email to the Training Director and vACC Director.

In exceptional circumstances, it may be necessary for a member of staff to be asked to leave their position for reasons including (but not limited to) serious breaches of VATSIM.net, VATEMEA, or VATSIM Adria policies, repeated misconduct, or serious misconduct. This decision must be taken by the Training Director in consultation with the vACC Director.

7.3. Role Guidance

7.3.1. Training Director

The Training Director is responsible for setting and shaping the environment of the training department; deciding and promulgating strategy; developing, recruiting, & managing the team; and coordinating with other VATSIM entities.

7.3.2. ATC Training Manager

The ATC Training Manager is responsible for the day-to-day and administrative operations, working with the Training Director to improve the efficiency and productivity of the team and to achieve their policy/strategy objectives. Whilst they may advise the vACC Director and Training Director, they are not responsible for determining such policy.

7.3.2.1. Transferring Validations

For S2+ transferring controller validations:

The Member Services team will administrate the initial stages of a member's transfer process, and will notify you once a student is ready for their validation. They should then be added as a visitor to the appropriate Training Group for their allocated position, given permissions to request a validation session on it. Once a request has been made, an examiner should be assigned as below. Transferees may be given a maximum of two validation attempts, which should be completed within a 90 days

period from the date that their transfer began. The result should be passed to the Member Services team.

7.3.2.2. Exam Management

Each exam request which is made will require the allocation of an examiner to accept it. Allocations should be made on a rolling basis, and examiners should have 48 hours to confirm their intention to accept their exam. If no response is received within 48 hours, the exam should be reallocated.

Examiners should be appointed on an ad hoc basis, where there is a need for additional capacity. The Training Director or vACC Director must approve each appointment, and should check the member's disciplinary record. Examiners may be removed by the Training Director or vACC Director in the event of gross misconduct.

7.3.2.3. Training Place Removal

When a student is removed from Training Group, a request for approval will be generated. These should be verified to ensure that the correct student is being removed, and processed as appropriate.

Where students are banned from the VATSIM network or from VATSIM Adria services, their training place should be suspended, and they should be sent the 'TD: All - Training Place Suspended (Initial Disciplinary)' canned response to inform them of this.

If, after a seven-day period has elapsed, the suspension remains in-force, their training place should be removed, and they should be sent the 'TD: All – Training Place Removed (7 day disciplinary)' canned response to inform them of this.

Their permissions can then be removed on all of VATAdria Systems and their training place should be offered to another member (this can be coordinated with Membership department).