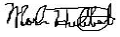
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## VATUSA GENERAL DIVISION POLICY

### 1. PURPOSE

To provide a standard for the general administration of VATUSA Division Business.

### 2. APPLICABILITY


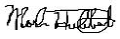
This Policy applies to all members of the VATUSA Division to include all Sub-Divisions (ARTCC's)

### 3. DEFINITIONS

- a) Air Traffic Director (ATD): Director of Regional Airspace and Facilities within VATUSA
- b) Air Traffic Manager (ATM): Manager of a sub-division (ARTCC)
- c) ARTCC: Air Route Traffic Control Center (sub-division)
- d) CCF: Combined Control Facility
- e) CERAP: Center Radar Approach Control
- f) NOTAM: Notice to Airmen
- g) TMU: Traffic Management Unit
- h) Examination – a process for evaluating a student's training progress to include (OTS) Over the Shoulder Examinations or Competency of skills. Examinations are assigned successful or not successful.
- i) Test – Is the written examination of a student's progress and assigned a numbered grade.
- j) SOP: Standard Operating Procedures are guides that address procedures or steps for best practices for normal operational purposes. SOP's are not for administrative purposes.
- k) LOA Letters of Agreements are a form of an SOP where two ARTCC's have collaborated and agreed to follow certain procedures as outlined in the agreement.
  - *In the context of this policy, the use of ARTCC refers to VATUSA ARTCCs, CCFs and CERAP's*
  - *When the term Staff is used it refers to ARTCC Staff and VATUSA Staff unless otherwise specified*

### 4. GENERAL DIVISION POLICY

- a) It is the responsibility of each Staff member to become familiar with and understand proper interpretation of the policies of the VATUSA Division. If a policy is not understood than it is the responsibility of the staff member to seek clarification.

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## 5. **COVERAGE**

This policy shall cover the following areas of policy and shall be divided into the following areas

- |                       |                                |
|-----------------------|--------------------------------|
| A. Mission Statement  | G. Visiting Controllers        |
| B. Administrative     | H. Transfer Controllers        |
| C. Communications     | I. Data Services               |
| D. Staff Appointments | J. Behavioral Issue Mitigation |
| E. Operations         | K. Staff Callsign Use          |
| F. Training           | L. Website and Forum Usage     |

### A. **MISSION STATEMENT**

The VATUSA Division strives to do the greatest good for the greatest numbers providing an environment that offers an opportunity for all members to participate and have fun.

### B. **ADMINISTRATIVE**


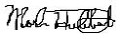
1. Sub-Divisions (ARTCC'S) are permitted to develop Standard Operating Procedures with regards to operations or facility specific items. These must be approved by the ATD.
2. All administrative policies are subject to the provision of VATNA Policy and Procedure 2018-001 Section 2 Procedures.

### C. **COMMUNICATIONS**

Communications are essential for successful operations on the VATSIM network.

The VATUSA Forum, VATUSA Broadcast email (transmitted via email) and email are the primary means of communications.

1. The VATUSA Forum should be used for communications where the audience is a larger group.
2. Broadcast Email is used primarily by VATUSA Staff for NOTAMs and as a secondary means in addition to the forum to ensure that the message is seen.
3. Email should be used for messages to individuals or for messages where information is confidential
4. Communications should always be professional.
5. VATUSA Staff and approved moderators reserve the right to move forum posts that are deemed inappropriate, vulgar and/or offensive to another location in the forum where it is not viewable by the general membership. The Division Director is to be notified in these situations.

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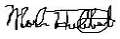
6. Moderators and Staff may elect to lock a topic in the event that a forum post is off topic or unprofessional. It is preferred that the moderator makes a post to attempt to steer the topic in a positive direction before locking the topic. The Division Director may elect at his discretion to unlock the topic.
7. Staff members are expected to check their email and VATUSA forum on a regular basis. The use of auto respond is highly encouraged in the event that a staff member knows they will be unavailable for an extended period of time. Notification of extended unavailability is also highly encouraged.
8. Proper Chain of Command shall always be utilized for communicating issues, concerns and complaints.

#### D. STAFF APPOINTMENTS

1. All Staff members serve at the discretion of the Division Director.
2. Staff Vacancies are appointed at the discretion of the Division Director. The Division Director maintains the right to delegate this responsibility.
3. Staff members are not permitted to serve as staff members with other online ATC organizations without the express written permission of the Division Director.
4. Staff vacancies shall be advertised in the VATUSA forum unless otherwise approved by the Division Director.
5. The following staff positions that are normally appointed by a designee require final approval by the Division Director: Air Traffic Manager, Deputy Air Traffic Manager, Training Administrator and Webmaster.
6. An outgoing ATM may recommend a replacement to their ATD for consideration. This does not guarantee that the position will be filled by the recommended individual but the ATD must provide justification to the Division Director why the recommended individual was not selected.
7. Training Staff members include Instructors. They serve at the discretion of the Division Director but are designated to the Training Director. The Division Director can delegate authority to remove and appoint training staff members.
8. Training Administrators are designated to appoint Mentors without approval of the Training Director.

#### E. OPERATIONS


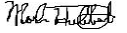
1. Controllers should not carry on private conversations between themselves, pilots or other individuals on the active communication frequency, the ATC channel or on the "guard" frequency (121.50). This interferes with providing ATC services to other pilots. The guard frequency should only be utilized in cases of emergency and under no other circumstances. Controllers are encouraged to use private chat boxes for carrying on private conversations.

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2. The use of the FSS callsign suffix is only approved for the following positions
  - ZAK\_(INIT)\_FSS
  - ZAN\_(INIT)\_FSS
  - ZHU\_(INIT)\_FSS
  - ZMA\_(INIT)\_FSS
  - NY\_(INIT)\_FSS
3. Each Air Traffic Director is responsible for the airspace in their respective operational regions. All standard operational polices shall be approved by the respective Air Traffic Director.
4. The Division Director reserves the right to create special SOP's for operations.

#### F. TRAINING

1. Assessment of a student for a rating shall include both a theory test and a practical examination of the competencies as listed in Appendix A of The VATSIM Global Ratings Policy. Training materials and test shall be provided by VATUSA.
2. Training and assessment methods must be of efficient design in order to minimize delays; particularly for new controllers.
3. An important objective is to make it easier to become a controller by removing unnecessary local rules and restrictions without adversely affecting controller standards. Time limits on a controllers rating cannot be utilized. Ex. 10hrs to earn rating.
4. The minimal standards for a rating are derived from the VATUSA training materials and test for theory coupled with the competencies listed in Appendix A of the VATSIM Global Ratings Policy.
5. Sub-Divisions can create Facility Specific Standard Operating Procedures to provide guidance to Controllers with respect to local procedures such as runway configurations, clearance altitudes, handoff procedures etc. Such SOPs must be approved by the Division Director or their designee. These SOP's must be published on the Sub-Divisions websites and be publicly accessible.
6. Sub-Divisions may require training of their Facility Specific SOP's. The requirements of this training must be documented and approved by the Division Training Director.
7. During Training for Facility Specific SOP's Sub-Divisions may assess a student/controllers competency for GRP related competencies.
8. Competency Checks for GRP Competency (as outlined in the Global Ratings Policy Appendix A) are permitted so long as the process is not exclusive to allowing a member to join the facility.
9. Sub-Divisions may offer additional/advanced training to students designed to increase knowledge and/or experience. This training cannot restrict the student from obtaining their

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basic rating and shall not be a requirement. This training is for those students who seek to gain additional knowledge or experience.


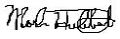
10. Sub-Divisions are responsible for the training materials for their designated airspace and evaluation processes.
11. Training Administrators are responsible to ensure that a student's training progress is properly documented.

#### **G. VISITING CONTROLLERS**

1. No restrictions are placed upon Visiting Controllers outside those outlined by Region, Division, and Network policy.
2. Local rules cannot restrict who can provide ATC services on any position that is not approved as Designated Airspace in accordance with the students rating.
3. Sub-Divisions may require a visiting controller to undergo training on Facility Specific Standard Operating Procedures. *See Section F5 Assessment* of competency may be conducted during this training.
4. GRP Competency Checks; as outlined in the VATSIM Global Ratings Policy Appendix A, are permitted. If a visiting controller cannot demonstrate competency, it must be documented, and the Training Director shall be notified as well as the Home ARTCC staff.
5. Any serious deficiency in competencies noted during training shall be documented. The training administrator may elect to communicate the deficiencies with the controllers Home ARTCC to develop a remedial training plan with the approval of the Training Director VATUSA. At the discretion of the visiting sub division, the visiting controller may be removed from the roster.

#### **H. TRANSFERRING CONTROLLERS**

1. Any VATUSA controller may request a transfer either from their existing ARTCC to another ARTCC, or from VATUSA Inactive status to an ARTCC, using the VATUSA Transfer Request Form on the VATUSA website.
2. A Transfer Controller will automatically be subject to any local Standard Operating Procedures, but will retain his or her current rating, whilst learning the new ATC environment.
3. Sub Divisions may require transferring controllers to undergo a GRP competency check; as outlined in Appendix A of the VATSIM Global Ratings Policy.
4. Sub Divisions may require controllers who are transferring from inactive status (6 months inactive or more) to undergo a GRP competency check as outlined in Appendix A of the VATSIM Global Ratings Policy.

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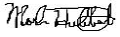
5. Transferring controllers are bound by the 90 day rule as published in VATNA Transfer and Visiting Controllers Policy Section 2 Line Item 8.
6. When a Transfer Controller has not satisfactorily passed a GRP competency check in accordance with his or her rating, the local sub-division may impose a remedial training plan with approval of the Training Director and place a temporary restriction until such time that the Transfer Controller is able to demonstrate full competency. In the event that the Transfer Controller does not accept the proposed remedial plan, or the Transfer Controller does not attain full competency within 90 days of the transfer, then the transfer will become void and the Air Traffic Director will arrange to transfer the member back to their previous Sub-Division without any loss of ATC rating.
7. Transfer requests not processed within 14 days may be approved or denied by the Division Director and/or his designee.
8. Controllers who leave a facility for more than six months may be required to undergo an evaluation to demonstrate that they have retained the ability to provide air traffic control services for designated airspace. The Air Traffic Director shall be notified in these instances.

**I. DATA SERVICES**

1. Any software and files developed or derived from those works written not under an open source license is released for use without royalties or restrictions to the facility and division.
2. Open source code written and published on a repository site that is public and licensed through a license that is recognized by the Open Source Initiative is accepted by the division under the terms of the prescribed license.
3. Sub-Divisions that are not hosted by VATUSA shall be required to provide the Data Services Manager a backup of their data no less than once a quarter.
4. Sub-Divisions shall be required to allow front end system access to all data pertaining to the facility at the request of the Regional Director, Division Director or their designee.

**J. BEHAVIORAL ISSUE MITIGATION**

1. Any negative behaviors that are in violation of VATSIM Code of Conduct should be reported via proper chain of command along with evidence to the appropriate Air Traffic Director.
2. For negative behaviors that do not fall under VATSIM Code of Conduct, the appropriate Air Traffic Director shall be consulted.
3. Members cannot be removed from a facility for behavioral issues without the approval of the Division Director.
4. The VATUSA Division Director may, at his discretion, call upon the Divisional Conflict Resolution Manager (DCRM) to mediate, provide an objective and independent third-party

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perspective, and to provide the Division Director with a recommended resolution which he may, but is not required to, act upon.


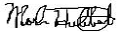
5. The VATUSA staff and ARTCC leadership are encouraged to consult with the DCRM to obtain an experienced, objective and independent viewpoint.

#### K. STAFF CALLSIGN USE

1. VATUSA staff members, when operating in an official capacity, may use their staff callsign when logged into the network. When logged on using a staff callsign, staff members shall be expected to provide any assistance to members or pilots as requested.
2. The following VATUSA staff callsigns are the ONLY VATUSA related staff callsigns that are recognized within VATUSA. These callsigns are intended for use when staff are either observing or performing administrative duties and are not authorized when performing any air traffic control services.
  - VATUSA HQ staff may use their official VATUSA staff number ie. VATUSA1, VATUSA2
  - ARTCC Air Traffic Managers may use their official sign in as \_ATM ie. ZXX\_ATM.
  - ARTCC Deputy Air Traffic Managers \_DATM
  - ARTCC Training Administrators \_TA
  - ARTCC Facility Engineers \_FE
  - ARTCC Webmasters \_WM
3. Instructors, not monitoring a control position and without the need to be ready to take over any control position, may sign in as \_INS
4. Instructors that are actively instructing and/or monitoring a control position, and who may need to take over that control position, may sign in using the \_I\_ designation in the callsign. ie. XXX\_I\_CTR
5. Mentors who are actively mentoring a student online shall use the M designation. ie. XXX\_M\_APP
6. Students who are being mentored shall utilize the S designation. ie. XXX\_S\_TWR

#### L. WEBSITE AND FORUM USAGE

1. Access and use of the VATUSA website and forum is a privilege extended to members in good standing of the VATUSA/VATSIM network. All members are required to abide by all currently applicable requirements of the VATSIM Codes of Regulation and Conduct as well as the User Agreement in exercising their privileges of use.

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2. Your VATUSA credentials are your exclusive VATUSA membership identification. You may not give permission or knowingly allow your identification and password to be used by anyone else.
3. The VATUSA Website contains several secure areas to which access is restricted to certain individuals. You may not attempt to gain access to these areas without specific authorization to do so. Any attempt to gain access without such authorization will be viewed as a malicious act and will be dealt with in accordance with all applicable VATSIM/VATUSA disciplinary authority up to and including permanent suspension from the VATSIM network.
4. All files and information contained in a Secure Area of this website are considered confidential in nature and as such, may not knowingly be transferred, shared or otherwise made known to any person or persons not authorized to view such. Examples of secure files would include but are not limited to website software, code segments, personnel files, documents, email message, forum posts, etc. designated as Secured Material or otherwise located in a Secure Area. Knowingly transferring or sharing these materials without specific authorization to do so will be viewed as a malicious act and will be dealt with in accordance with all applicable VATSIM/VATUSA disciplinary measures up to and including permanent suspension from the VATSIM net