

Cleveland ARTCC Training Policy



**Revision 2
June 18, 2018**

RECORD OF CHANGES

CHANGE	DATE	AUTHORIZED BY	DESCRIPTION
CHG1	2/8/2018	AA	Updated to new format; major revision of training flow and general policies.
CHG2	6/18/2018	AA	Updated visiting and transferring training procedures; removed training staff responsibilities; simplified initial observer training; fixed broken links; fixed typos.



VIRTUAL AIR TRAFFIC SIMULATION NETWORK
VATUSA DIVISION - CLEVELAND ARTCC

SUBJ: Cleveland ARTCC Training Policy

This order prescribes instructions, standards and guidance for the training administration. All persons involved in air traffic technical training are required to be familiar with and comply with this order. This document also outlines the general training procedures at the virtual Cleveland ARTCC. It explains exam policies, requesting training, training progression flow and much more.

This document is only to be used in a simulated environment. This document shall not be referenced or utilized in live operations in the National Airspace System (NAS). The Cleveland ARTCC, VATUSA, and VATSIM do not take any responsibility for uses of this order outside of the simulation environment.

/Amin Abraham/

Air Traffic Manager

VATSIM Cleveland ARTCC

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CHAPTER 1. GENERAL

1-1. Purpose

This document describes the Cleveland ARTCC training procedures and guidelines.

1-2. Audience

This order applies to all controllers who provide air traffic control services at any ZOB designated facility.

1-3. Where To Find This Order

This order is available on the ZOB website, under the Controllers section.

1-4. What This Order Cancels

The Cleveland ARTCC Training Policy dated February 8, 2018 is hereby cancelled.

1-5. Explanation of Changes

The significant changes to this order are identified in the Record of Changes page(s).

CHAPTER 2. TRAINING STRUCTURE

2-1. Controller Client

- a. While doing any kind of training (sweatbox or live on the network), it's requested to use VRC. All training staff are familiar with this controller client and will be able to help if needed.

2-2. Sweatbox Server

- a. All initial delivery/ground training is done on the sweatbox server, a separate server from the live VATSIM network. Mentors and Instructors are able to add, delete and manipulate aircraft on the sweatbox server.
- b. For a student to be able to access the sweatbox, they need to create a myservers.txt file and put it in the correct location. To do this, close VRC and create a text file (.txt extension) using notepad or another notepad program, called myservers.txt. In that, put the following:

Sweatbox.vatsim.net SWEATBOX

Save the file, and place it in C://Users/<YOUR USERNAME>/Documents/VRC.
When you open VRC, you should now see "SWEATBOX" as a server to connect to.

2-3. SOPs and LOAs

- a. All Standard Operating Procedures (SOP) and Letter of Agreements (LOA) can be found on the ZOB website, by signing in and under the Downloads section. These documents prescribe air traffic control procedures for a specific facility, and should be used and referenced at all times while controlling.

2-4. VATUSA CBTs

- a. All VATUSA Computer Based Training modules (CBTs) can be found on the VATUSA website, under Division Info → Computer Based Training (CBT) → ZAE. They are meant to assist students learning new material for each rating.

2-5. Written Exams

- a. All ZOB exams are done through VATUSA and will manually be assigned to a student by an instructor when appropriate. To access an exam, go to "My VATUSA" (in the upper right) and click "Exam Center." On the left, click "View My Assignments." You will be able to take the exams there.
- b. All ZOB exams are multiple choice and open book, meaning students are allowed to have any resource open next to them while making the exam. The exams are either 20 or 25 questions, and all require 80% or higher to pass. If you score less than 80%,

the exam will be reissued after 3 day. Students who fail their exam three times, have to contact the Training Administrator before attempting to make the exam again.

- c. After taking and passing an exam, you will have the opportunity to discuss the questions you got wrong on with a mentor or instructor, during your next training session.

2-6. Over The Shoulder Exams (OTS)

- a. Over The Shoulder Exams (OTS) are practical exams designed to evaluate the student's ability to work a position. An OTS will only be held for an S2, S3 and C1 rating and must be held by an Instructor. S2 and S3 OTSs are generally done on the sweatbox, while C1 OTSs are held on the network (live).
- b. Each student must satisfactorily meet the VATSIM Global Rating Policy (GRP) requirements as published for the rating they are seeking to pass their exam. If failing an OTS, the student will receive further guidance from the instructor holding the OTS. This can include specific topics which the student will need to cover again.

2-7. Initial Training

- a. In accordance with the VATSIM Global Rating Policy, the initial training for new OBS students shall be designed to be as efficient as possible. Therefore, no OTS exam is required to earn the S1 rating.
- b. Mentors and Instructors shall endorse OBS students with an S1 rating and a class C/D delivery/ground rating, as soon as they're competent to successfully execute the positions on the network and able to show basic competency as listed in section 3-1.

2-8. Major Endorsement

- a. Detroit Metropolitan (KDTW) is our busiest airport and is designated as a Major airport under the VATSIM Global Ratings Policy. The Detroit TRACON (D21) is designed as a Major airspace. To qualify for a Major Position, a controller must undergo specialized training and receive a major endorsement. After gaining enough experience at the minor facilities, schedule training with any qualified mentor or instructor to begin major endorsement training.
- b. A practical checkout is required to get certified for any major position. This checkout will be held by a mentor or instructor and will take place on the VATSIM network or sweatbox as dictated by the current traffic levels.

2-9. Monitor Requirements

- a. A qualified mentor or instructor can monitor a student live on the VATSIM network. This means that the student can control a position yet not certified for, under supervision of a training staff member. When being monitored on the network, a controller should use an "S" in the middle of their callsign to identify (i.e. BUF_S_APP). The "S" is not required if a controller is certified for the position they are controlling (this does NOT include a solo cert).
- b. All monitor session are required to be logged in the student's training file.

2-10. Tower Training Certifications

- a. A Tower Training Cert will only be issued to students training for a S2 rating. Both mentors and instructor may issue a tower training certification, after the student shows basic competency. When received, the student will be able to control any class C/D tower position within ZOB airspace, while still with the S1 rating. Every student with a Tower Training Certification must be listed on the ZOB website roster.
- b. Tower Training Certifications allow students to gain experience on the network by controlling themselves, but are restricted slightly. The major restriction is that these positions may not be worked during ZOB events or as otherwise restricted by the ZOB TA, ATM or DATM. Tower training certifications are valid for 30 days, although an extra 30 days may be added by the Training Administrator. A Tower Training Cert can only be renewed for a total period up to 90 days.
- c. Students controlling with a Tower Training Certification will use normal callsigns and frequencies, as listed in the facility SOP.

2-11. Solo Certifications

- a. In accordance with the VATSIM Global Rating Policy, solo certifications will only be issued to students training for a S3 or C1 rating. Only an Instructor may issue a student a solo certification, after the student shows basic competency. When received, S3 trainees will be restricted to Buffalo TRACON only. C1 trainees will be allowed to control the ZOB center sector. Every student with a Solo Certification must be listed on the ZOB website roster and VATUSA website.
- b. Solo Certifications allow students to gain experience on the network by controlling by themselves, but are restricted slightly. The major restriction is that these positions may not be worked during ZOB events or as otherwise restricted by the ZOB TA, ATM or DATM. Solo certs are valid for 30 days, although an extra 30 days may be added by the Training Administrator. A Solo Cert can only be renewed for a total period up to 90 days.
- c. Students operating with a solo certification must use a "S" in their callsign (i.e. BUF_S_APP), the same as being monitored. Students must also include the following in their controller information if they are operating under a solo cert:

Solo Certification for [POSITION] valid until [DATE]. Visit www.vatusa.net/info/solo

2-12. Remedial Training

- a. Remedial training is mandatory training that covers areas of observed deficiencies as noted by any ZOB Training Staff member, in regards to a controller who is already certified for a position(s).
- b. If a controller is directed to remedial training, he or she must contact the Training Administrator to schedule remedial training.
- c. The Training Administrator, in cooperation with the VATUSA Training Director (VATUSA3), are responsible for conducting all remedial training. However, the Training Administrator may delegate this responsibility to other training staff.

2-13. Training Requests

- a. All training shall be requested on the ZOB Setmore:
<https://clevelandcenter.setmore.com/>
- b. There you will need to select the session that you are training for, and then select the Mentor/Instructor followed by the date/time. You may schedule anything later than 24 hours and less than 14 days in advance. Mentors/Instructors are required to edit their availability for you during this period so that unless something happens, the session will occur as scheduled. If you need to cancel the training session, cancel directly on Setmore or by emailing your mentor/instructor. Furthermore, a student may only have one active training session scheduled on Setmore. Scheduling multiple training sessions will result in cancellation.
- c. Of course you can also ask a mentor or instructor on TeamSpeak if they're available for a training session. However, keep in mind that all staff members are volunteers and may not be available at the time.
- d. If you're concerned about the training being delayed for a significant time, send an email to the Training Administrator on ta@clevelandcenter.org

CHAPTER 3. TRAINING PROGRESSION

3-1. OBS → S1

- a. The ZOB S1 Training Flow (see Appendix A) is based of four training airports including Buffalo Intl (KBUF), Pittsburgh Intl (KPIT), Cleveland-Hopkins Intl (KCLE) and Detroit Metropolitan Intl (KDTW). The purpose of this stage of training is to prepare the student of all Clearance Delivery and Ground Control duties within Air Traffic Control Tower (ATCT).
- b. In accordance with the VATSIM Global Rating Policy, the following S1 competencies will be used during training sessions, OTSs and checkouts at all training airports:

A. GENERAL

- a. Setup, Configure and Connect to the network
- b. Demonstrates understanding of the Air Traffic Service role
- c. Displays service delivery awareness
- d. Displays situational awareness
- e. Manages communication priority
- f. Uses correct and concise phraseology
- g. Displays professional behaviour and pleasant attitude

B. ATC COORDINATION

- a. Coordinates with other ATC where required
- b. Uses proper sign on, sign off and position relief briefing procedures

C. FLIGHT DATA

- a. Properly manage, access, read and amend flight plans
- b. Identify and amend aircraft codes, equipment suffix and prefix

D. CLEARANCE DELIVERY

- a. Demonstrates understanding of METAR decoding
- b. Correctly identifies aircraft and applicable flight rule
- c. Assigns proper departure procedure
- d. Assigns correct cruise altitude for direction of flight
- e. Issues proper IFR Clearances
- f. Issues proper IFR Full Route Clearances
- g. Issues proper VFR Clearances
- h. Ensures correct readback

E. GROUND CONTROL

- a. Understands the use of Movement vs Non-Movement Areas
- b. Displays knowledge of airport layout
- c. Correctly assigns departure runway
- d. Issues appropriate taxi instructions
- e. Correctly transfers aircraft to tower where required

3-2. S1 → S2

- a. The ZOB S2 Training Flow (see Appendix B) is based of four training airports including Buffalo Intl (KBUF), Pittsburgh Intl (KPIT), Cleveland-Hopkins Intl (KCLE) and Detroit Metropolitan Intl (KDTW). The purpose of this stage of training is to prepare the student of all Tower duties within Air Traffic Control Tower (ATCT).
- b. In accordance with the VATSIM Global Rating Policy, the following S2 competencies will be used during training sessions, OTSs and checkouts at all training airports:

A. GENERAL

- a. Setup, Configure and Connect to the network
- b. Demonstrates understanding of the Air Traffic System role
- c. Displays service delivery awareness
- d. Displays situational awareness
- e. Manages communication priority
- f. Uses correct and concise phraseology
- g. Manages Flight Strips, Tags and Flight Plans
- h. Displays professional behaviour and pleasant attitude

B. ATC COORDINATION

- a. Coordinates with other ATC where required
- b. Uses proper sign on, sign off and position relief briefing procedures

C. LOCAL CONTROL

- a. Selects suitable active runway/s
- b. Generates an ATIS, using vATIS
- c. Displays knowledge of line up and wait procedures
- d. Issues proper takeoff clearances
- e. Issues proper landing clearances
- f. Applies correct runway separation
- g. Handles missed approaches
- h. Manages VFR pattern aircraft
- i. Manages VFR departure, arrival and overflight aircraft
- j. Correctly transfers aircraft to departure where required

3-3. S2 → S3

- a. The ZOB S3 Training Flow (see Appendix C) is based of four training airports including Buffalo Intl (KBUF), Pittsburgh Intl (KPIT), Cleveland-Hopkins Intl (KCLE) and Detroit Metropolitan Intl (KDTW). The purpose of this stage of training is to prepare the student of all Departure and Approach duties within Terminal Radar Approach Control (TRACON).
- b. In accordance with the VATSIM Global Rating Policy, the following S3 competencies will be used during training sessions, OTSs and checkouts at all training airports:

A. GENERAL

- a. Setup, Configure and Connect to the network
- b. Demonstrates understanding of the Air Traffic System role
- c. Displays service delivery awareness
- d. Displays situational awareness
- e. Manages communication priority
- f. Uses correct and concise phraseology
- g. Manages Flight Strips, Tags and Flight Plans
- h. Displays professional behaviour and pleasant attitude

B. ATC COORDINATION

- a. Coordinates with other ATC where required
- b. Uses proper sign on, sign off and position relief briefing procedures
- c. Displays knowledge of point out procedures
- d. Displays knowledge of APREQ (Approval Request) procedures

C. DEPARTURES

- a. Correctly radar identifies departing aircraft
- b. Correctly vectors departure aircraft on course or via SID
- c. Issues appropriate attitudes to ensure positive separation
- d. Correctly transfers aircraft to the Center controller

D. ARRIVALS

- a. Correctly radar identifies arrival aircraft, when center is offline
- b. Correctly provides arrival information (ATIS and approach assignment)
- c. Correctly vectors arrival aircraft for approach or via STAR
- d. Correctly issues appropriate descend instructions
- e. Correctly positions aircraft for approach type
- f. Correctly issues the approach clearance
- g. Correctly transfers aircraft to the tower controller

E. TRAFFIC MANAGEMENT

- a. Verifies mode C level of aircraft when commencing radar service
- b. Provides suitable vectors to aircraft when required
- c. Adjusts aircraft speed to achieve sequence
- d. Initiates holding when necessary to regulate traffic flow

F. SEPARATION

- a. Applies appropriate radar separation (vertical and lateral)
- b. Applies appropriate wake turbulence separation
- c. Applies appropriate visual separation
- d. Issues safety alerts when required
- e. Displays knowledge of MVA Areas

G. AIRSPACE SERVICES

- a. Identifies sector boundaries, classes of airspace and major NAVAIDs
- b. Issues appropriate traffic advisories when required
- c. Correctly processes aircraft entering and leaving uncontrolled airspace
- d. Implements flight following procedures when requested

3-4. S3 → C1

- a. The ZOB C1 Training Flow (see Appendix D) is based of all ZOB center sectors. The purpose of this stage of training is to prepare the student of all Center duties within an enroute environment.
- b. In accordance with the VATSIM Global Rating Policy, the following C1 competencies will be used during training sessions and OTSs:

A. GENERAL

- a. Setup, Configure and Connect to the network
- b. Demonstrates understanding of the ATS role
- c. Displays service delivery awareness
- d. Displays situational awareness
- e. Manages communication priority
- f. Uses correct and concise phraseology
- g. Manages Flight Strips, Tags and Flight Plans
- h. Displays professional behaviour and pleasant attitude

B. ATC COORDINATION

- a. Coordinates with other ATC where required
- b. Uses proper sign on, sign off and position relief briefing procedures
- c. Displays knowledge of point out procedures
- d. Displays knowledge of APREQ (Approval Request) procedures

C. TRAFFIC MANAGEMENT

- a. Demonstrates knowledge of SOP/LOA procedures
- b. Displays knowledge of lowest usable flight level
- c. Demonstrates knowledge of advanced weather
- d. Provides suitable vectors to aircraft when required
- e. Initiates holding when necessary to regulate traffic flow
- f. Adjusts aircraft speed or track to achieve initial sequencing for arrival
- g. Correctly transfers aircraft to next ATC unit

D. SEPARATION

- a. Provides separation service appropriate for class of airspace
- b. Applies appropriate radar separation (vertical and lateral)
- c. Applies appropriate vertical separation to aircraft operating in the RVSM band
- d. Displays knowledge of MIT (Miles In Trail) separation
- e. Preemptively applies separation assurance to avoid rather than resolve conflicts

E. AIRSPACE SERVICES

- a. Identifies sector boundaries, classes of airspace and major NAVAIDs
- b. Provides traffic services appropriate for class of airspace
- c. Correctly radar identifies aircraft entering controlled airspace
- d. Correctly terminates service for aircraft leaving controlled airspace
- e. Provides services appropriate to VFR aircraft

CHAPTER 4. TRANSFERS AND VISITORS

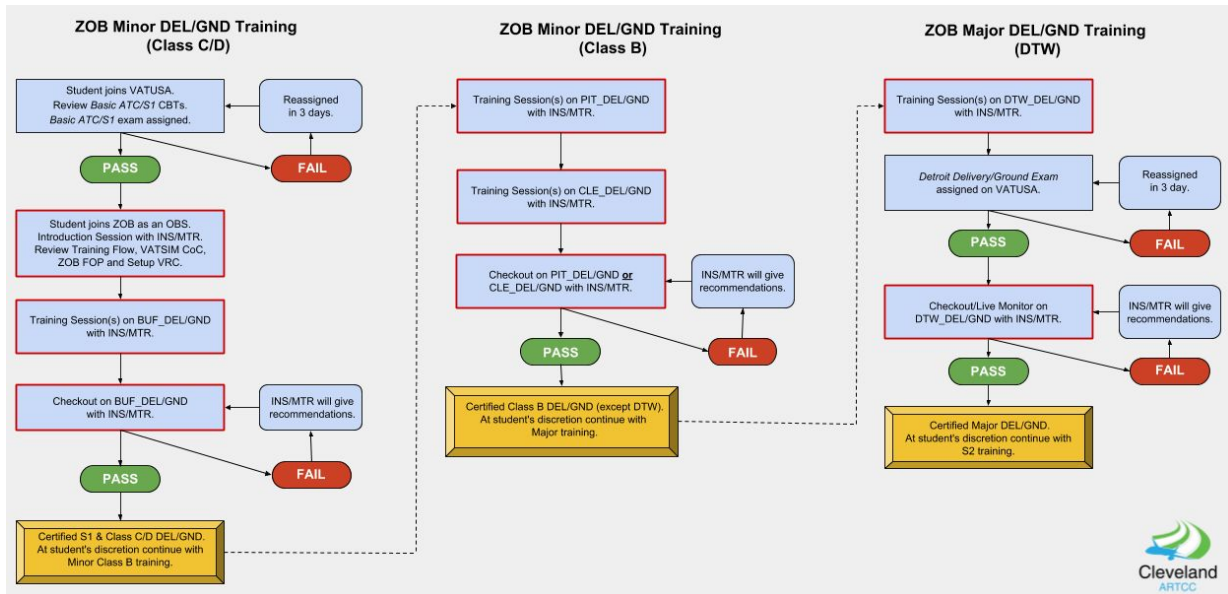
4-1. Transferring Controllers

- a. Transferring controllers often bring a wealth knowledge and experience to ZOB. The student is at least expected to hold the VATSIM Global Rating Policy competencies, associated with his or her listed rating. For example, if a member transfers in with a S2 rating, he or she is expected to hold the competencies associated with S2 per the GRP. If not, the student will be required to undergo remedial training (see section 2-12).
- b. At the discretion of the ATM, DATM or TA, transferring controllers may be required to undergo a GRP competency check for their current rating, prior to receiving any minor certification. This competency check may include an exam and/or a checkout with a training staff member at Buffalo Intl (KBUF), Cleveland-Hopkins Intl (KCLE) or Pittsburgh Intl (KPIT).
- c. For certification at Detroit Metropolitan positions and Cleveland Center, the transferring controller must complete major training, as specified in Chapter 3.
- d. Once the student is certified up to the current rating and has retained all previous competencies, the training will continue according to Chapter 3.

4-2. Visiting Controllers

- a. Visiting controllers often bring a wealth knowledge and experience to ZOB. The student is at least expected to hold the VATSIM Global Rating Policy competencies, associated with his or her listed rating. For example, if a member visits with a S2 rating, he or she is expected to hold the competencies associated with S2 per the GRP. If not, the student will be referred back to their home ARTCC/FIR/etc.
- b. At the discretion of the ATM, DATM or TA, visiting controllers may be required to undergo a GRP competency check for their current rating, prior to receiving any minor certification. This competency check may include an exam and/or a checkout with a training staff member at Buffalo Intl (KBUF), Cleveland-Hopkins Intl (KCLE) or Pittsburgh Intl (KPIT).
- c. A visiting controller may request training for major and center certifications, only for positions their rating allows them to control. (e.g. an S3 controller may not request training for a Cleveland Center endorsement). This training is intended only to provide local procedure familiarization.

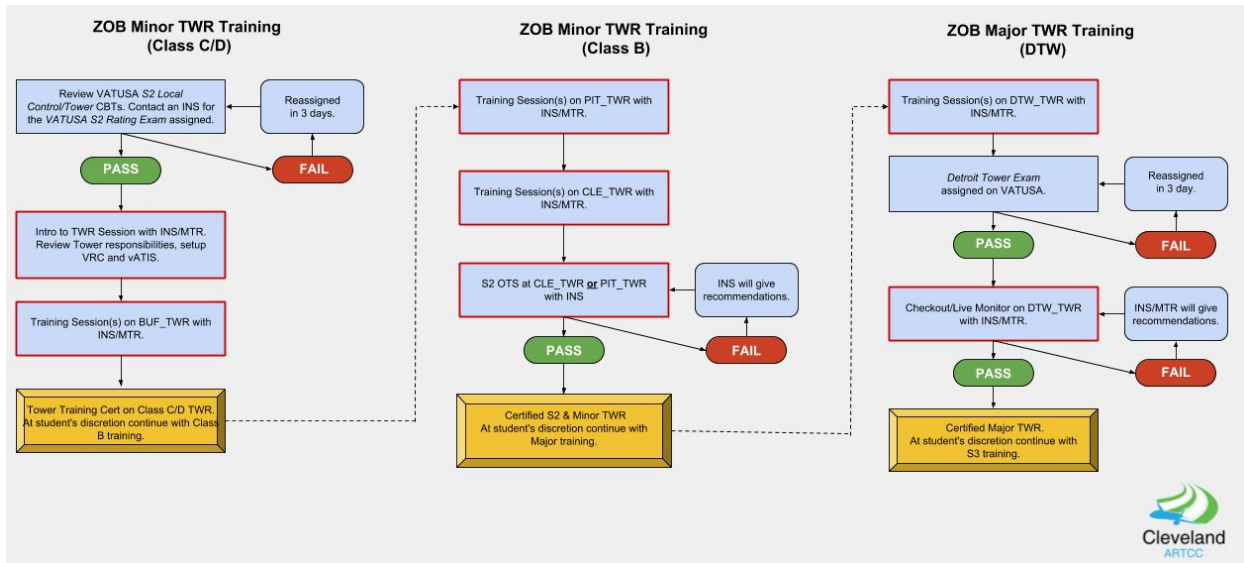
APPENDIX A. S1 TRAINING FLOW



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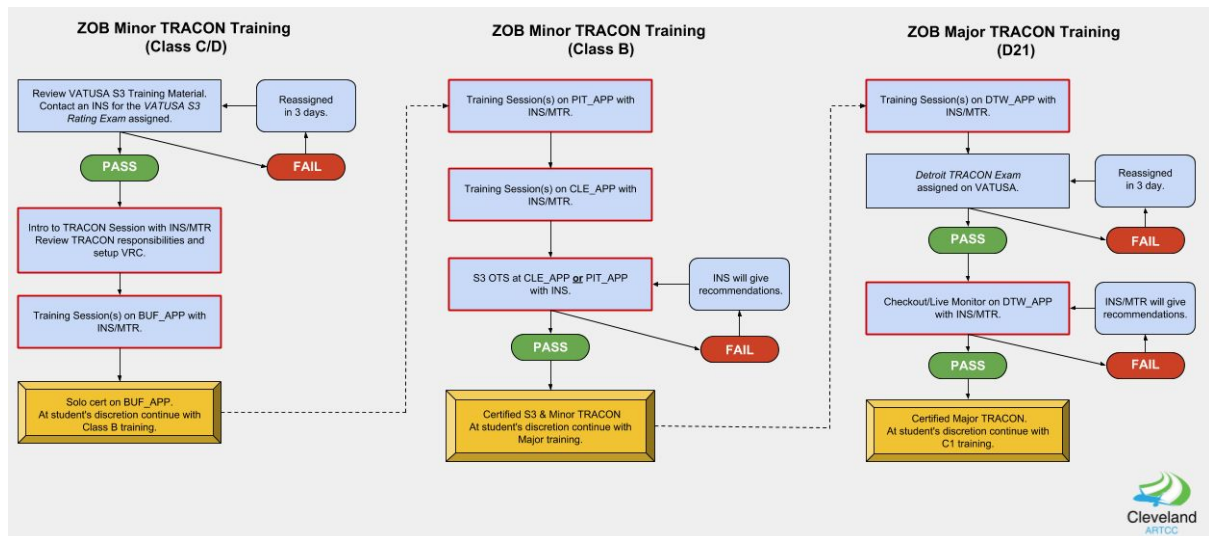
APPENDIX B. S2 TRAINING FLOW



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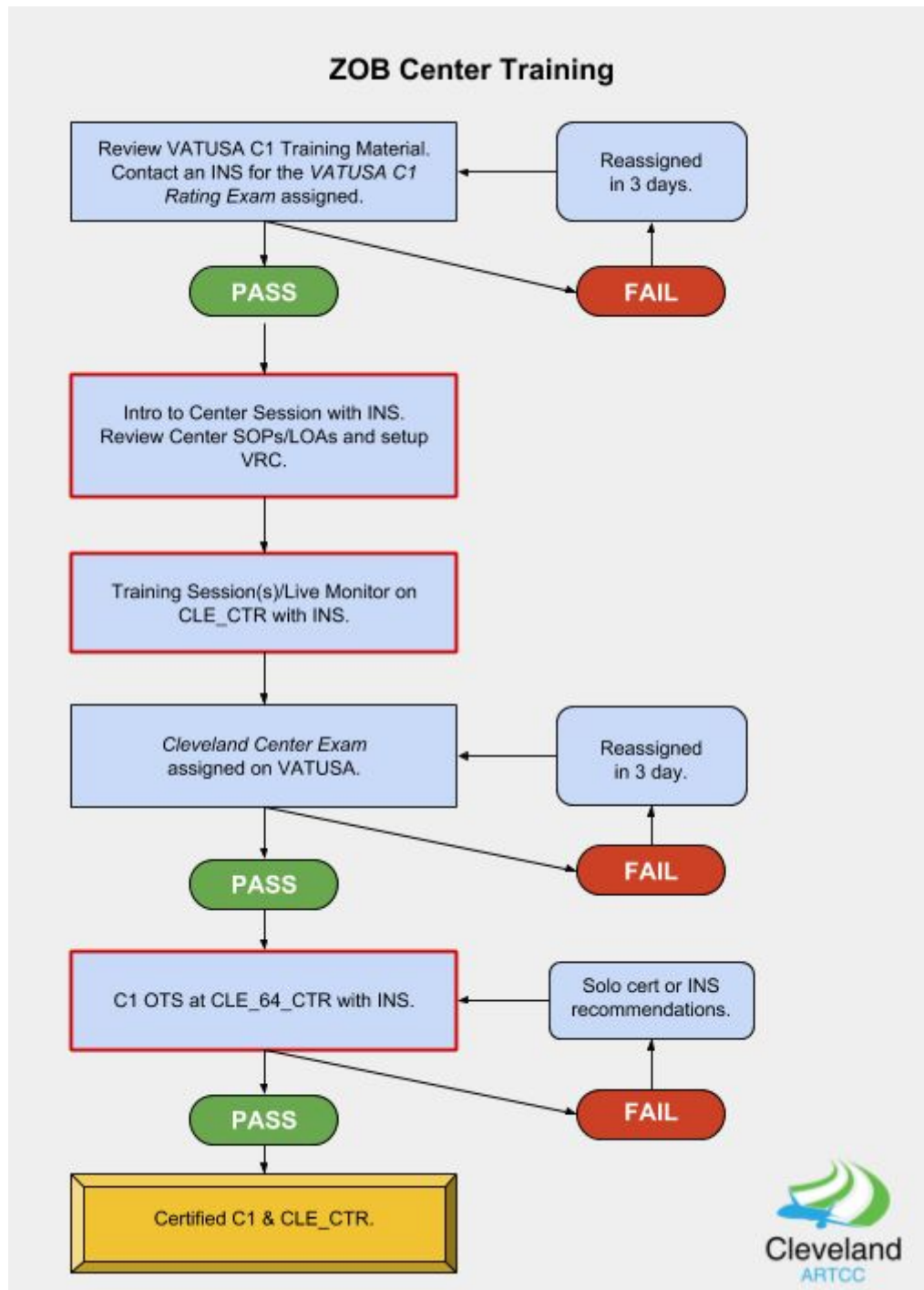
APPENDIX C. S3 TRAINING FLOW



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APPENDIX D. C1 TRAINING FLOW



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