

VATCAN (VATSIM – Canadian Division)

POLICY NUMBER: 02/10

DATE ISSUED: 01/01/10 REVISED: 03/11/10

SUBJECT: VATCAN General Division Policies

PURPOSE: To establish division-wide clarification on the VATSIM Code of Conduct (CoC) and 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.

POLICY:

1. ATC Communications and the ATC Channel(/)

- a. Use of the ATC Channel (/) is authorized under the following situations:
- b. Opening a ATC service position
- c. Closing a ATC service position
- d. In an emergency where a private message may not be received by the intended recipient(s) fast enough; such as, large events or inoperable inter-FIR coordination
- e. Controllers should consult local SOPs regarding the format of these messages

2. VATCAN Staff Callsign Policy (applies when instructing only).

- a. VATCAN Instructors shall append **_I_** to their callsign when Instructing (ex: CZYZ_I_CTR).
- b. VATCAN Mentors shall append **_M_** to their callsign when Instructing (ex: CYEG_M_TWR).

3. VATCAN Log on Policy.

- a. Log on using your Observer callsign first (ie. YVR_XX_OBS)
- b. Evaluate the traffic situation and decide where you can best contribute.

c. Check with the controller above the position you are planning on controlling before logging onto that position. This is intended as a courtesy and doesn't automatically give the controller already logged in an unreasonable right of refusal.

d. Do not log on if you do not plan on staying connected for at least 45 minutes.

4. Controller Currency

a. 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 year after the last recorded date of their air traffic control service activity.

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

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

d. Controllers who have been inactive for 90 days or longer may be required to re-certify at the discretion of their FIR Chief.

e. Controllers who have been inactive for a period of more than 90 days will be held on the inactive roster for 1 calendar year before being dropped from the roster.

5. Guest Controllers.

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

b. 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 a Mentor, to assist with the understanding of local phraseology and procedures and to ensure the guest is at least up to the level of competency of FIR members.

c. Where a guest has not yet satisfactorily passed a local competency check in accordance with his or her rating, level, or endorsement, then FIR may impose an appropriate restriction until such time that the guest is able

to demonstrate full competency or, the guest may be asked to work a lower position than they may be rated for.

d. 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 shall not always be possible prior to the momentary need for a "substitute controller", orientation (FIR and position procedures) shall be mandatory.

6. FIR CHIEF Replacement Guidelines

a. Resigning FIR CHIEF shall submit resignation directly to the Division Director.

b. 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.

c. In the event the incumbent (ie: "acting") FIR CHIEF is not selected as the replacement, the FIR CHIEF Instructor should submit a resignation to the incoming FIR CHIEF when selection is complete. The incoming FIR CHIEF may elect to either accept the resignation and choose a new FIR Chief Instructor, or refuse the resignation and ask the current FIR Chief Instructor to remain in the position.

d. Members from within the affected FIR will be given first consideration for appointment. Only after all attempts have failed to find a qualified replacement from within the FIR should applications be considered from other candidates.

e. To be considered, applicants shall have attained a rating of Controller (C1) or higher.

f. 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. (Exception in 6-H)

g. 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.

h. The Training Director will nominate an FIR Chief Instructor replacement to the VATCAN Director for approval. Once approved the VATCAN Director will notify the VATCAN Communications Manager for announcement.

i. 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.

7. FIR Transfers

a. 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.

b. 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 outside FIR, VATSIM Division. "Cause" is defined by article 7.c. below.

c. FIR Chief allowable "cause" for rejecting transfer.

1. 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.
2. Previous experience with the transferee ie: proven record of non-compliance or inability to co-operate with other members of VATCAN. Personal conflict with FIR Staff.
3. To discourage the practise of going to an FIR where it is perceived that advancement is "easier", then returning to original FIR as it historically receives better traffic ie: "fastracking"

d. The FIR CHIEF shall submit his decision using the VATCAN automated Transfer Approval/Denial system in the "FIR CHIEFs' Secure Site" of the VATCAN website.

e. The FIR CHIEF reserves the right to propose his FIR Transfer policies governing controllers transferring from outside of his FIR. Each FIR's transfer policy is subject to the approval of the responsible VATCAN Director. No amendments of such policies may be made without the approval of the Division Director. In order to refuse a transfer with cause, an FIR must have a posted policy (displayed in a public part of their FIR website) addressing controller transfer requirements and procedures.

Those FIR's not wishing to establish a transfer policy shall be considered "open to transfers", thus having no right of refusal.

f. 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.

g. FIR CHIEFs are encouraged to discuss transfer requests amongst themselves to evaluate a request before approving or refusing with cause.

h. All transfer refusals shall also be sent to the Division Director (by the automated system) to insure that the refusal is in compliance with published transfer policies.

i. 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 Human Resources Director if the FIR CHIEF has not processed a decision within 14 days of the original request submission date. Transfer requests not processed within 21 days may be accepted or denied by the VATCAN Director (or his designee).

j. 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 Conflicts Resolution Manager (DCRM) for a complete investigation and final ruling.

k. VATCAN controllers who are within the 90 day transfer window are not eligible to apply for visiting controller privileges at the FIR to which they wish to transfer with the exception of controllers who applied to be a visiting controller at that facility at least 30 days prior to the transfer request - any other exceptions may only be made in written form by an FIR Chief and the Division Director.

8. Division Transfers

a. 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 xxxxxx Division (ie: VATUSA VATCAR etc.)

b. The Division Director will then email the target Division Director and state whether VATCAN have any objections or not and ask the target DD to process the transfer at their discretion (providing no objections are present.)

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

d. Transfers to another Region on the VATSIM network may be done in this manner as well.

9. Website/Forum Access, Permissions and Usage

a. Access and use of the VATCAN website and forum(s) 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 Codes of Regulation and Conduct as well as the User Agreement in exercising their privileges of use.

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

c. The VATCAN Website contains several secure areas whose access is granted only 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/VATCAN disciplinary authority up to and including permanent banishment from the VATSIM network.

d. 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/VATCAN disciplinary measures up to and including permanent banishment from the VATSIM network.