

# **Training Department Code of Conduct**

## **Virtual Atlanta ARTCC**

January 5, 2009

*The Virtual Atlanta ARTCC Training Department is a community of mentors and instructors dedicated to the instruction of the art of virtual air traffic control on VATSIM. One of the main goals of the Training Department is to create an environment which is fun, educational, and a realistic simulation of procedures followed by air traffic controllers everyday around the world, especially the Atlanta ARTCC. To further these goals, members of the Training Department must comply with the following Code of Conduct. This Code sets forth how mentors and instructors are expected to conduct themselves.*

*The Code may be amended at any time by the Virtual Atlanta ARTCC Training Administrator, with joint coordination and approval from the Air Traffic Manager.*

### **A. Training Administrator**

- 1.** The Air Traffic Manager and Deputy Air Traffic Manager are responsible for the selection process of the Training Administrator; however, the final decision shall be made by the Division Training Services Administrator. Candidates for the Training Administrator position shall meet all qualifications as provided by Paragraph A (2).
- 2.** Qualifications for the Training Administrator position include, but are not limited to:
  - (a)** Holding at least a Controller (C1) or Instructor (1) rating.
  - (b)** Having no disciplinary record that makes him unsuitable for the position. Gravity of the record shall be determined by the Air Traffic Manager and Division Training Services Administrator.
  - (c)** Having strong knowledge of the United States and VATSIM air traffic control system.
  - (d)** Having intimate knowledge of the FAA JO 7110.65S and other air traffic control publications.
  - (e)** Willingly becoming a member of the Virtual Atlanta ARTCC.
- 3.** The Training Administrator is responsible for overseeing the entire Training Department as provided by Paragraph A (4).

4. Responsibilities of the Training Administrator include, but are not limited to:
  - (a) Reporting the status of the Training Department to the Air Traffic Manager and Division Training Services Administrator.
  - (b) Review, development, and improvement of the Training Department in order to make it effective and efficient for all ARTCC controllers and training staff.
  - (c) Maintaining an adequate staff of mentors and instructors to meet ARTCC training requirements.
  - (d) Updating and maintaining training material and certification system.
  - (e) Determining appropriate means of training and certification for the various ratings and certifications available.
  - (f) Providing reports to the Air Traffic Manager, Deputy Air Traffic Manager, and Division Training Services Administrator on the effectiveness and efficiency of the Training Department.
  - (g) Performing the duties of a staff instructor.
  - (h) Maintaining a strong online presence.
5. The Training Administrator shall appropriately hire and dismiss members of the training staff through appropriate means as provided by Paragraph C (1).
6. The Training Administrator is responsible for the approval or rejection of rating changes, solo certifications, and training sessions or evaluations. Rejection of a certification, hereinafter referred to as “decertification”, shall follow the guidelines as provided by Paragraph C (2).
7. In the event that the Training Administrator becomes incapable of performing the duties required, the Air Traffic Manager and/or Deputy Air Traffic Manager shall become the immediate Acting Training Administrator. The Acting Training Administrator shall perform all the duties of Training Administrator, following all guidelines set forth by this Code, to the best of his ability.

## **B. Mentors and Instructors**

1. The Training Administrator is responsible for the hire and dismissal of members of the training staff, including mentors and instructors.
2. Prior to being hired as a mentor or instructor, the Training Administrator is responsible for judging the ability and knowledge of the candidate, as well as his

applicability as a training staff member.

3. Individual mentors shall only be allowed to instruct the positions and ratings previously approved by the Training Administrator. If a mentor is to instruct a student on a position or rating not previously approved by the Training Administrator, the individual training session record shall be invalidated unless otherwise determined.
4. During online sessions where both the mentor or instructor and developmental student are connected to a position, the mentor or instructor is responsible for all activity at that position. In cases where more than one mentor or instructor are instructing a developmental student, the staff involved shall determine the individual responsible for all activity at that position.
5. All online training sessions shall be done with at least one mentor or instructor monitoring the developmental student through means of a radar client. Under no circumstances shall a developmental student be left unsupervised on the live network.
6. Mentors and instructors shall follow all procedures and methods of training set forth by the Training Administrator and Division Training Services Administrator, whether requested through written or verbal means.
7. Any dispute between a mentor or instructor and the Training Administrator shall be mediated by the Air Traffic Manager and/or Deputy Air Traffic Manager.

### **C. General Guidelines**

1. The ratings and positions that a mentor are allowed to instruct shall be determined by the Training Administrator through the following method:
  - (a) Review of previous training evaluations, exam results, and other medium for the rating or position to be determined.
  - (b) Written and/or verbal examination of the rating or position to be determined.
  - (c) Simulated and/or real training session between a student and the candidate, where the candidate takes the role of primary instructor, under supervision of an instructor and/or the Training Administrator. In the case of only an instructor being the supervisor of the training session, the Training Administrator shall be informed of the results by the supervising instructor through written or verbal means. This method allows the candidate to be reviewed in his teaching skills and techniques, as well as his potential as a mentor.

- (d) Review of disciplinary record which may result in the candidate becoming unsuitable for hire.
2. Rejection of a solo certification recommendation or decertification shall be determined by the Training Administrator, Air Traffic Manager, or Deputy Air Traffic Manager using the following guidelines:
- (a) Solo certification recommendations are subject to rejection if the evaluation data appears to be inaccurate, misleading, or falsified.
  - (b) In the case that the data of an evaluation is questionable, an investigation shall take place. This investigation may include Over-The-Shoulder (OTS) sessions, where the validity of data shall be determined. As to not be biased, a panel of ARTCC members, determined by the Training Administrator, shall be assembled to take place in the investigation. If the data is found to be invalid, the evaluation shall be revoked and the session must be repeated.
  - (c) All members shall be responsible for maintaining proficiency on their respective certifications.
  - (d) All members shall, at all times, operate the position in accordance with VATSIM, VATUSA, and ARTCC policies, procedures, guidelines, and standards.
  - (e) Instructors and ARTCC staff may, on occasion, monitor any active position frequencies with the intent of evaluation the performance of the controllers; hereinafter referred to as “spot checks”. Spot checks shall be conducted in a manner in which the evaluator is the only one aware of it taking place. At the end of a spot check, the evaluation shall be posted to the controllers training record.
  - (f) Controller spot check evaluations shall not interfere or interrupt a member’s enjoyment of his time online while the spot check is taking place.
  - (g) After conducting a spot check, all negative evaluations shall be forwarded to the Training Administrator, who shall then schedule a private review session and possible remedial training. The controller shall not be reprimanded while online. The Training Administrator review should take place at a later date.
  - (h) As to maintain and verify proficiency, instructors and ARTCC staff may, on occasion, schedule training re-currency and pre-scheduled performance checks. Pre-scheduled performance checks and training re-currency sessions require advanced notice of 24 hours from the time the controller accepts the session. The controller may waive the notice verbally or through action.

- (i) All controllers who violate the requirements of part (c) or (d) of this paragraph shall be subject to, at the discretion of the Training Administrator, Air Traffic Manager, or Deputy Air Traffic Manager, remedial training or position decertification.
3. All training sessions in which the developmental is connected to the live server requires both the student and the mentor or instructor to be connected to the Atlanta ARTCC TeamSpeak server. This allows coordination between controllers to be done through TeamSpeak as provided by Paragraph E (5) of the Atlanta ARTCC Policies and Guidelines Binder.
4. The disobedience of the rules set forth by this Code by members of the training shall lead to trial and disciplinary action, including removal as member of the training staff.