



# Air Traffic Services Policy

Version 1.1

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## WARNING

Information contained in this document is intended for flight simulation purposes and must not be used for any real-world aviation use.

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# Chapter 1 Background Information

## 1.1 Mission Statement

- (1) To provide quality air traffic services to VATSIM pilots flying through and operating within the VATSIM Australia Pacific (VATPAC) Flight Information Regions (FIRs).

## 1.2 Purposes

- (1) The purposes of this policy are to:
  - (a) outline the privileges, limitations and requirements for controller ratings and endorsements;
  - (b) outline the training requirements and processes to achieve controller ratings and endorsements;
  - (c) define the types of ATS positions that may be operated within the airspace;
  - (d) define procedures, restrictions, and requirements around the activation of ATS positions; and
  - (e) define procedures for extended and top-down coverage.

## 1.3 Governance

- (1) This policy reiterates some of the requirements of the Code of Conduct (COC), Air Traffic Control Frequency and Information Management Policy and Global Air Traffic Control Administration Policy (GCAP). At no time does this policy override any VATSIM global policy.
- (2) If the policy conflicts with a VATSIM global policy, this policy continues to operate to the extent that it does not conflict with VATSIM global policies.
- (3) The VATPAC Director of Air Traffic Services is responsible for this document.

## 1.4 Definitions

Term	Definition
<b>Senior Staff Member</b>	A VATPAC staff member fulfilling the role of a portfolio manager or director position
<b>Approved Controller</b>	A controller who holds the necessary VATSIM rating and any required endorsements for the chosen position, and is listed on the VATPAC Controller Roster.

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## Chapter 2 Ratings & Endorsements

### 2.1 General

#### 2.1.1 Waiver of Requirements

- (1) Any requirements for the issue of a rating or endorsement specified by this policy, may be waived by the Director of Air Traffic Services, or their delegate where the trainee can demonstrate prior knowledge or experience.

#### 2.1.2 Effective Study

- (1) The ATC Training Team will use a variety of techniques, including monitoring ATC Academy access logs, to determine whether a trainee has completed "Effective Study" of the theory material.

#### 2.1.3 Meaningful Hours

- (1) "Meaningful hours" means controlling at times where traffic is appropriate, at a variety of locations, whilst observing VATPAC ATS units applicable to the candidate's desired rating.

#### 2.1.4 Complex Terminal Airspace

- (1) Complex Terminal Airspace positions can be found on the VATPAC ATC Controller Positions list.
- (2) Complex Terminal Airspaces are designated as Tier 1 Airspace under the VATSIM GCAP.

#### 2.1.5 Procedural Tower Aerodromes

- (1) Procedural Tower aerodrome positions can be found on the VATPAC ATC Controller Positions list.
- (2) Procedural Tower positions are designated as Tier 2 Aerodromes under the VATSIM GCAP.

#### 2.1.6 Ratings and Endorsements

- (1) VATPAC awards the following ATS ratings outlined in the GCAP:
  - (a) S1 (Developmental Controller);
  - (b) S2 (Aerodrome Controller);
  - (c) S3 (Terminal Controller); and
  - (d) C1 (Enroute Controller).
- (2) VATPAC awards (where applicable) the following advanced and administrative ratings outlined in the GCAP:
  - (a) C3 (Senior Controller);
  - (b) I1 (Instructor); and
  - (c) I3 (Senior Instructor).

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- (3) VATPAC awards the following endorsements in line with the GCAP:
    - (a) Solo Endorsement;
    - (b) Oceanic Control Endorsement;
    - (c) Traffic Flow Position Endorsement;
    - (d) Tier 1 Endorsements (referred to as Complex Terminal Airspace Endorsements by VATPAC); and
    - (e) Tier 2 Endorsement (referred to as Procedural Tower Endorsement by VATPAC).

### **2.1.7 Major Events**

- (1) For some controller ratings, VATPAC requires the controller to have controlled in a designated Major VATPAC Event.
- (2) These events can be found on the VATPAC events calendar.

## **2.2 Developmental (S1)**

### **2.2.1 Privileges**

- (1) The holder of an S1 rating is permitted to operate the following positions:
  - (a) Delivery (ACD); and
  - (b) Ground (SMC).

### **2.2.2 Minimum Requirements**

- (1) To be eligible to undertake training for the rating, the trainee must meet the following criteria:
  - (a) Have a minimum of 20 hours logged as a Pilot or Observer; and
  - (b) Have a minimum of 10 meaningful hours logged observing ATC.
- (2) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Developmental Controller ATC Academy course; and
  - (b) Have completed practical training with an approved Instructor.

### **2.2.3 Assessment**

- (1) The following Training Staff are approved to issue the rating:
  - (a) Instructor (I1); or
  - (b) Senior Instructor (I3).

### **2.2.4 Minimum Competencies**

- (1) The minimum competencies required to hold the rating are outlined in the VATSIM GCAP.

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## 2.3 Aerodrome Controller (S2)

### 2.3.1 Privileges

- (1) The holder of an S2 rating is permitted to operate the following positions:
  - (a) All positions permitted by the S1 rating; and
  - (b) Tower (ADC), excluding Procedural Tower Aerodrome positions.

### 2.3.2 Minimum Requirements

- (1) To be eligible to undertake training for the rating, the trainee must meet the following criteria:
  - (a) Hold an S1 Rating;
  - (b) Have 20 hours logged as an S1 Controller.
- (2) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Aerodrome Controller ATC Academy course; and
  - (b) Have completed practical training with an approved Instructor.

### 2.3.3 Assessment

- (1) The following Training Staff are approved to issue the rating:
  - (a) Instructor (I1); or
  - (b) Senior Instructor (I3).

### 2.3.4 Minimum Competencies

- (1) The minimum competencies required to hold the rating are outlined in the VATSIM GCAP.

## 2.4 Terminal Controller (S3)

### 2.4.1 Privileges

- (1) The holder of an S3 rating is permitted to operate the following positions:
  - (a) All positions permitted by the S2 rating; and
  - (b) Terminal Control Unit positions, excluding Complex Terminal Airspace Positions.
- (2) Terminal Control Unit positions means:
  - (a) Approach;
  - (b) Departures;
  - (c) Radar; and
  - (d) Director/Finals.

### 2.4.2 Minimum Requirements

- (1) To be eligible to undertake training for the rating, the trainee must meet the following criteria:
  - (a) Hold an S2 Rating;
  - (b) Have 50 hours logged as an S2 Controller.
- (2) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Terminal Controller ATC Academy course; and
  - (b) Have completed practical training with an approved Instructor.

### **2.4.3 Assessment**

- (1) The following Training Staff are approved to issue the rating:
  - (a) Senior Instructor (I3).

### **2.4.4 Minimum Competencies**

- (1) The minimum competencies required to hold the rating are outlined in the VATSIM GCAP.

## **2.5 Enroute Controller (C1)**

### **2.5.1 Privileges**

- (1) The holder of a C1 rating is permitted to operate the following positions:
  - (a) All positions permitted by the S3 rating;
  - (b) Enroute Positions; and
  - (c) Flight Service Station Positions.

### **2.5.2 Minimum Requirements**

- (1) To be eligible to undertake training for the rating, the trainee must meet the following criteria:
  - (a) Hold an S3 Rating;
  - (b) Hold all Complex Terminal Airspace Endorsements;
  - (c) Have 50 hours logged on as an S3 Controller.
- (2) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Enroute Controller ATC Academy course; and
  - (b) Have completed practical training with an approved Instructor.

### **2.5.3 Assessment**

- (1) The following Training Staff are approved to issue the trainee the rating:
  - (a) Senior Instructor (I3).

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## 2.5.4 Minimum Competencies

- (1) The minimum competencies required to hold the rating are outlined in the VATSIM GCAP.

## 2.6 Senior Controller (C3)

### 2.6.1 General

- (1) The Senior Controller is the highest rating a general member can achieve and is awarded to individuals for exceptional service to VATSIM and VATPAC after award of the C1 Rating.
- (2) The holder of the rating is viewed as a highly competent controller, senior member of the community and may be called upon to contribute to the VATPAC community in the form of an educational or leadership role.
- (3) Assessment for the C3 Rating must not include competencies that a controller has already demonstrated through a previously held rating or endorsement.
- (4) No additional ATS positions are made available to the holder of the C3 rating.

### 2.6.2 Minimum Requirements

- (1) To be eligible to undertake training for the rating, the trainee must meet the following criteria:
  - (a) Hold a Controller (C1) rating;
  - (b) Be awarded a C3 Rating training opportunity after successful application to the Director of Air Traffic Services.
- (2) Due to the exceptional nature of the C3 rating, consideration will be given to controllers who:
  - (a) Hold all available VATPAC Endorsements;
  - (b) Have controlled at least 5 major VATPAC events in the previous 2 years; and
  - (c) Are deemed an active member of the VATPAC community and have an excellent reputation.
- (3) Controllers wishing to become a C3 must make an application to the Director of Air Traffic Services, which should include a summary of their experience and contribution to VATPAC. The application will be reviewed by the Director of Air Traffic Services and at least one additional VATPAC Board member.
- (4) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Senior Controller ATC Academy course; and

- (b) Have completed practical training with an approved Instructor.
- (5) The training criteria outlined in paragraphs (3) and (4) may be waived or adjusted by the Air Traffic Services Director or their delegate.

### 2.6.3 Assessment

- (1) The following Training Staff are approved to issue the trainee the rating:
  - (a) Senior Instructor (I3).

### 2.6.4 Minimum Competencies

- (1) The minimum competencies required to hold the rating are as follows:

Minimum Competencies
Advanced Aerodrome Control <ul style="list-style-type: none"> <li>- Land and Hold Short Operations (LAHSO)</li> </ul>
Advanced Terminal Control <ul style="list-style-type: none"> <li>- Airspace Administration</li> <li>- Parallel Approach Control</li> <li>- Instrument Approach Training services</li> <li>- Precision Runway Monitor Approaches</li> </ul>
Advanced Enroute Control <ul style="list-style-type: none"> <li>- Tracking Deviations and Block Levels</li> <li>- Advanced Sequencing Techniques</li> <li>- Flight Information Services</li> <li>- Traffic/Safety Alerts</li> </ul>
Flow, Supervisory and Other Concepts <ul style="list-style-type: none"> <li>- Maintaining and Improving Situational Awareness</li> <li>- Assisting Members in difficulty</li> <li>- Effective Communication Techniques</li> <li>- Controller Client Tools &amp; Concepts</li> </ul>
Leadership and Instructional Concepts <ul style="list-style-type: none"> <li>- Understanding Competency Based Training and Assessments</li> <li>- Personality and Learning Types/Traits</li> <li>- Basic Teaching Techniques</li> <li>- Reviewing and Critiquing Techniques</li> <li>- Leadership Techniques</li> </ul>

## 2.7 Complex Terminal Airspace Endorsements

### 2.7.1 Privileges

- (1) The holder of a Complex Terminal Airspace Endorsement is permitted to operate the positions associated with that specific endorsement.

- (2) Complex terminal airspace is designated as Tier 1 Airspace under the VATSIM GCAP. Complex Terminal Airspace Endorsements are classified as Tier 1 Airspace Endorsements under the VATSIM GCAP.
- (3) Specific endorsements are referred to by their location, such as 'Sydney TCU Endorsement'.

### 2.7.2 Minimum Requirements

- (1) To be eligible to undertake training for the endorsement, the trainee must meet the following criteria:
  - (a) Hold an S3 Rating;
  - (b) Have held an S3 Rating for at least 1 month; and
  - (c) Have 10 hours logged as an S3 Controller at a minimum of 3 different aerodromes.
- (2) To be eligible to hold the rating, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the relevant Complex Terminal Airspace Endorsement ATC Academy course; and
  - (b) Have completed practical training with an approved Instructor.

### 2.7.3 Assessment

- (1) The following Training Staff are approved to issue the endorsement:
  - (a) Senior Instructor (I3).

### 2.7.4 Minimum Competencies

- (1) The minimum competencies required to hold the endorsement are as follow:

Minimum Competencies
<ul style="list-style-type: none"> <li>- Local Procedures</li> <li>- Independent and Dependent Arrivals and Departures (TMA)</li> <li>- Independent Visual Approaches (as appropriate)</li> <li>- Advanced Coordination</li> <li>- Advanced Segregation</li> <li>- Advanced Parallel Runway Operations (as appropriate)</li> </ul>

## 2.8 Procedural Tower Endorsement

### 2.8.1 Privileges

- (1) The holder of a Procedural Tower Endorsement is permitted to operate any Tier 2 Aerodrome position, as defined by the VATSIM GCAP.

- (2) Tier 2 Aerodrome positions are referred to as Procedural Tower positions by VATPAC.

### 2.8.2 Minimum Requirements

- (1) To be eligible to undertake training for the endorsement, the trainee must meet the following criteria:
  - (a) Hold a S2 Rating;
  - (b) Have held an S2 Rating for at least 3 months; and
  - (c) Have 50 hours logged as an S2 Controller.
- (2) To be eligible to hold the endorsement, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Procedural Tower Endorsement module; and
  - (b) Have completed practical training with an approved Instructor.

### 2.8.3 Assessment

- (1) The following Training Staff are approved to issue the trainee the endorsement:
  - (a) Senior Instructor (I3).

### 2.8.4 Minimum Competencies

- (1) The minimum competencies required to hold the endorsement are as follow:

Minimum Competencies
Basic Procedural Aerodrome Principles <ul style="list-style-type: none"> <li>- Airspace and Services</li> <li>- Class C Aerodrome Differences</li> <li>- VATSIM Limitations</li> <li>- Coordination and Communication</li> </ul>
Separation and Sequencing <ul style="list-style-type: none"> <li>- Procedural Separation</li> <li>- Developing an arrival and departure sequence</li> <li>- Traffic Information Services</li> </ul>
Communication <ul style="list-style-type: none"> <li>- Coordination between ATS Units</li> <li>- Departure Reports</li> </ul>

## 2.9 Oceanic Control Endorsement

### 2.9.1 Privileges

- (1) The holder of an Oceanic Control Endorsement is permitted to operate an Oceanic Control position.

### 2.9.2 Minimum Requirements

- (1) To be eligible to undertake training for the endorsement, the trainee must meet the following criteria:
  - (a) Hold a C1 Rating.
- (2) To be eligible to hold the endorsement, the trainee must meet the following criteria:
  - (a) Have effectively studied and obtained a pass in the Oceanic Control Endorsement theory module; and
  - (b) Have completed practical training with an approved Instructor.

### 2.9.3 Assessment

- (1) The following Training Staff are approved to issue the trainee the endorsement:
  - (a) Senior Instructor (I3).

### 2.9.4 Minimum Competencies

- (1) The minimum competencies required to hold the endorsement are as follow:

Minimum Competencies
Basic Oceanic Principles <ul style="list-style-type: none"> <li>- Classes of airspace</li> <li>- VATSIM Limitations</li> </ul>
Principles of Procedural Control Services <ul style="list-style-type: none"> <li>- Basic Procedural Separation Standards</li> <li>- Principles of SELCAL</li> <li>- Position Reports</li> </ul>
Communication <ul style="list-style-type: none"> <li>- Oceanic Phraseology, CPDLC and HF</li> <li>- Coordination between ATC units</li> </ul>

## 2.10 Traffic Flow Position Endorsement

### 2.10.1 Privileges

- (1) The holder of a Traffic Flow Position Endorsement is permitted to open a Traffic Flow Position.

### 2.10.2 Minimum Requirements

- (1) To be eligible to undertake training for the endorsement, the trainee must meet the following criteria:
- (a) Hold a C1 Rating;
  - (b) Have held a C1 Rating for at least 6 months;
  - (c) Have 100 hours logged as a C1 Controller; and
  - (d) Controllers wishing to obtain a Traffic Flow Position Endorsement must make an application to the Director of Air Traffic Services, which should include a summary of their experience and contribution to VATPAC, and why they desire to undertake further training. The application will be reviewed by the Director of Air Traffic Services and at least one additional VATPAC Board member.

### 2.10.3 Assessment

- (1) The following Training Staff are approved to issue the trainee the endorsement:
- (a) Senior Instructor (I3).

### 2.10.4 Minimum Competencies

- (1) The minimum competencies required to hold the endorsement are as follow:

Minimum Competencies
<ul style="list-style-type: none"> <li>- Basic Flow Principles</li> <li>- Feeder Fixes</li> <li>- Standard Speeds</li> <li>- Wind/Weather</li> <li>- Arrival List and Ladders</li> <li>- Communication and Coordination</li> </ul>

## 2.11 Positions

### 2.11.1 VATPAC Controller Roster

- (1) VATPAC must publish and maintain a list of approved local and visiting controllers and, the rating and/or positions which they are permitted to operate.

### 2.11.2 Current and Competent Controller

- (1) An Approved Controller is considered current and competent, and is authorised to exercise the privileges of their rating within VATPAC administered airspace, only if the controller:
- (a) Is listed on the VATPAC Controller Roster;

- (b) Can operate the position to the standards mentioned in the VATSIM GCAP and all VATSIM & VATPAC policies, including the required competencies for the issue of the ATC rating/s & endorsement/s they hold; and
  - (c) Can operate the position in accordance with the VATPAC policies, NOTAMs and SOPs, including all updates.
- (2) A controller who is observed to be operating in a way which demonstrates a lack of competency on the position will be removed from the VATPAC Controller Roster by the Director of Air Traffic Services or their delegate, under VATSIM GCAP 9.5 (and its subsections).
  - (3) A controller who is observed to be operating in a way which demonstrates a lack of currency with VATSIM and/or VATPAC policy and/or Standard Operating Procedures must demonstrate currency within 2 months of the specific policy/procedure changes. Failure to do so will result in the controller being removed from the VATPAC Controller Roster by the Director of Air Traffic Services or their delegate, under VATSIM GCAP 9.4 (and its subsections).
  - (4) Where a controller has been removed from the VATPAC Controller Roster in accordance with paragraphs (2) or (3), the affected controller will be notified in writing of their removal. A Training Plan will be established and communicated with the controller.
  - (5) For a controller to log on to a published VATPAC Controller Position the controller must acknowledge and be compliant to any updates to Standard Operating Procedures and/or VATPAC Policy Updates.
  - (6) A controller must only log on to a published VATPAC Controller Position using a VATPAC-approved controller client with up-to-date AIRAC data.

### **2.11.3 VATPAC Positions List**

- (1) VATPAC must publish and maintain a list of Controller Positions. The list must include the position Name, Login Identifier, Primary Frequency, Type of Position, and any endorsements required to control that position.

### **2.11.4 Controller Information**

- (1) Controller information must comply with the following limitations:
  - (a) All requirements of section 6 of the VATSIM ATC Frequency and Information Management Policy;
  - (b) Appropriate operational information may be included; and
  - (c) A link to the VATPAC ATC Feedback System must be included.
  - (d) Where a controller is providing an extended coverage service, they must make it known to VATSIM users via an appropriate means.

- (2) Where a controller is exercising a solo endorsement, their controller information must include the words “Solo Endorsement”, followed by a link to the VATPAC Controller Roster.

### **2.11.5 Aerodrome Terminal Information Service**

- (1) An ATIS must be provided for an aerodrome when the ADC or SMC position is active. The responsibility of the ATIS falls to the highest aerodrome controller, but may be delegated to another controller.
- (2) Where top-down coverage is being provided, an ATIS should be provided for the primary aerodrome under that position and where practical, any other controlled aerodromes receiving a top down service.
- (3) When an ATIS is required, it must be provided in both voice and text form.
- (4) The ATIS must be broadcast on the frequency listed on the VATPAC website and formatted in accordance with the VATPAC SOPs.

### **2.11.6 Temporarily Controlled Aerodromes**

- (1) Some aerodrome positions listed on the VATPAC Positions List will be designated as Temporarily Controlled Aerodromes, where the Aeronautical Information Publication (AIP) states the position does not normally operate 24 hours every day.
- (2) A controller providing top-down services may, but is not required to, provide top-down services to a Temporary Controlled Aerodrome.
- (3) Notwithstanding subsection (2), a controller must not provide a top-down service to an aerodrome they are not endorsed to control.

### **2.11.7 Letters of Agreement**

- (1) VATPAC may establish a Letter of Agreement (LOA) with other VATSIM divisions or organisations.
- (2) LOA’s will be listed on the VATPAC website and will include which specific clauses or subsections are affected, exempt, or amended with respect to this policy.

### **2.11.8 Regional Class D (Procedural) Aerodrome**

- (1) A Regional Class D (Procedural) Aerodrome position is a location where separation of aircraft is conducted by means of procedural (non-radar) standards. The position also provides an approach service.

- (2) Some VATSIM Supervisors (SUP) may be unfamiliar with the concept of Regional Class D (Procedural) Aerodromes. This can lead to a situation where a SUP may ask a controller to stop providing services to a particular position or disconnect from the network. Supervisors should be referred to this policy and if further issues arise, the supervisor should be directed to contact the Division Director or the Director of Air Traffic Services.

## **2.12                   Activation of Positions**

### **2.12.1                 General**

- (1) The Radio Transmission (R/T) name, login identifier (callsign) and primary communication frequency of VATPAC approved positions are published in the VATPAC Positions List mentioned in sub-section 2.11.3.
- (2) The list mentioned in sub-section (1) will also include the type of position, being either a standard position or a non-standard position.
- (3) The minimum rating required to operate each position is specified in Chapter 2 of this policy.
- (4) The minimum rating and/or endorsement required may be waived for controllers undertaking training, by an approved instructor.

### **2.12.2                 Activation of a Standard Position**

- (1) A standard position may be activated at any time by an Approved Controller.

### **2.12.3                 Activation of a Non-standard Position**

- (1) A non-standard position may be activated by an Approved Controller, subject to the following requirements:
  - (a) The Parent Standard Position is opened by another controller;
  - (b) An agreement is obtained between the controller wishing to open the non-standard position and the controller currently responsible for its airspace; and
  - (c) All controllers affected by the activation of the non-standard position review:
    1. The SOP's applicable to the non-standard position being activated, particularly any changes to airspace responsibility and coordination requirements;
    2. The login identifier, name and communication frequency of the non-standard position; and
    3. Any other questions or concerns from either controller.
- (2) Affected controllers are encouraged (but not required) to keep a written record of their agreement.

- (3) Any issues that arise in relation to the opening of a non-standard position should be reported to a member of the ATS team or a senior staff member at the earliest convenience.
- (4) A non-standard position may be opened by an Approved Controller *without the parent position being opened by another controller* when that controller is rostered to operate that position during a VATPAC event, or as approved by a relevant staff member as per 2.12.4. For clarity, this approval extends to any person relieving the originally rostered controller, and it is implied that the position may continue to be operated in its current configuration after the conclusion of the event, where the controller wishes to remain connected. The intent of this clause is to reduce controller workload immediately following a busy event involving non-standard positions.

#### 2.12.4                    **Activation of Positions by Staff**

- (1) For the purposes of this section only, an approved person is either a senior staff member or a nominated event coordinator for a particular VATPAC event.
- (2) An approved person may waive the requirements of sub-section 2.12.3(1)(b) should a situation arise where activation of a non-standard position is deemed crucial to the delivery of a quality air traffic service, and the controller operating the standard position does not agree to the opening of the non-standard position in the first instance.
- (3) It is recommended, but not required, that a position activation in this manner be recorded in writing in the most appropriate public forum, so that it can be viewed transparently by all parties involved.

### 2.13                        **Service Coverage**

#### 2.13.1                    **Provide Maximum Coverage**

- (1) A controller should endeavour to provide a quality service to the greatest number of pilots, traffic permitting. Controllers should, but are not required to, open positions in accordance with the recommendations below:

Rating	Recommended Position
S1	Ground
S2	Tower
S3	Approach or Departures
C1 (or higher/equivalent)	Enroute

- 
- (2) In addition to sub-section (1) and traffic permitting:
    - (a) The opening of aerodrome positions at different aerodromes is preferable to the opening of additional aerodrome positions at a single aerodrome;
    - (b) The opening of TCU positions at different aerodromes is preferable to the opening of additional TCU positions at a single aerodrome; and
    - (c) The opening of non-adjacent CTR positions (with extended coverage) is preferable to the opening of adjacent or non-standard CTR positions.
  - (3) For the purposes of subsections (1) and (2), traffic permitting means that it may be operationally advantageous in higher density traffic levels, for a controller to open an additional or adjacent position to ensure a quality service is being provided.
  - (4) Despite the recommendations in subsection (1), any controller wishing to control an aerodrome position (ACD, SMC or ADC) must open the highest possible aerodrome position first.

### **2.13.2 Top-Down Coverage**

- (1) Online air traffic controllers shall provide a top-down service, in accordance with VATSIM GCAP.
- (2) Use of multiple frequencies is not permitted for top-down coverage, except in accordance with the VATSIM ATC Frequency and Information Management Policy.
- (3) A controller must provide top-down services in accordance with the VATPAC SOPs.
- (4) The table below provides a guide as to which positions/services should be provided by a controller:

Controller's Primary Position	Other Services Provided
Enroute	Terminal Tower Ground Delivery
Terminal	Tower Ground Delivery
Tower	Ground Delivery
Ground	Delivery
Delivery	N/A

### 2.13.3 Extended Coverage

- (1) Extended coverage allows a controller to provide wider coverage to pilots during periods of low demand.
- (2) The controller of a standard enroute position (primary sector), may extend coverage to additional enroute positions (secondary sectors) provided that:
  - (a) All sectors connect at lateral boundaries to either the primary sector or another secondary sector;
  - (b) No more than four secondary sectors are extended to at any one time;
  - (c) Despite paragraph (2)(b) above, a controller who has logged a minimum of 150hr as a C1 controller may extend to no more than six secondary sectors at any one time;
  - (d) The controller cross-couples their primary sector frequency with the secondary sector's designated frequency and ensures their visibility range is updated to cover both the primary sector and secondary sectors in their entirety;
  - (e) The controller makes it known which sectors and frequencies they are providing extended coverage to;
  - (f) The controller remains aware of sector boundaries and frequency ranges, instructing pilots to switch to the most appropriate frequency as they transit between sectors; and

- (g) The controller endeavours to entirely cover all internal non-standard sectors of secondary sectors, which includes providing top-down coverage in accordance with this policy, however where that is not practical, individual adjacent non-standard secondary sectors may be opened where doing so would provide a beneficial service to pilots.
  - (h) Secondary sectors must not have any restrictions on extending as documented in the SOP's.
  - (i) Controllers are not permitted to extend from Domestic to Oceanic airspaces and vice versa, unless specified in the VATPAC SOPs.
- (3) If, at any time, a controller feels that their ability to provide a quality service is being compromised by the additional workload from the secondary sectors, they must cease providing coverage to secondary sectors to reduce workload.
- (4) Some VATSIM Supervisors (SUP) may be unfamiliar with the concept of extended coverage. This can lead to a situation where a SUP may ask a controller to stop providing services to a particular position or disconnect from the network. Supervisors should be referred to this policy and if further issues arise, the supervisor should be directed to contact the Division Director or Director of Air Traffic Services.

## **2.14 Reservation of Positions**

### **2.14.1 Reservation by Staff**

- (1) A VATPAC Director, or an approved delegate, may reserve any standard or non-standard position(s) by publishing a reservation notice in a conspicuous location.
- (2) A reservation notice must contain:
- (a) A statement describing the purpose of the activation;
  - (b) A list of control positions that are reserved;
  - (c) The time or times during which the control positions are reserved; and
  - (d) Details of the authorised person (or persons) responsible for the activation.
  - (e) A contact person for the duration of the reservation.
- (3) A controller must not operate a reserved position within the listed times on the reservation notice unless:
- (a) approved by a VATPAC Director, Senior Staff Member or an approved contact person as listed in the reservation notice; or

- (b) They are rostered on the reserved position during the nominated time.

#### **2.14.2 Reservation by Booking**

- (1) Reserved for future use.

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## Chapter 3 Controller Training

### 3.1 General

#### 3.1.1 Training Process

- (1) The VATPAC ATC Training process starts with a series of prerequisites that must be completed prior to commencing the ratings theory exam and Practical competency-based training. The prerequisites for each rating or endorsement can be found in Chapter 2 of this policy.
- (2) ATC Training is a three-stage process driven by the student:
  - (a) Enrolment in the VATPAC ATC Training Academy and self-study.
  - (b) Theory assessment.
  - (c) Practical competency-based training and assessment.

#### 3.1.2 Confidentiality

- (1) At all times throughout the training process, information regarding students' performance and progress shall be treated with the utmost confidentiality.
- (2) No information regarding student progress or performance may be shared outside the ATC Training department.
- (3) Notwithstanding subsection (2), student performance may be deidentified and used by the training department to develop training tools and enhance controller performance in the community.
- (4) Students, instructors, and other community members must not share or make public specific information pertaining to theory exam questions or other assessment material.

#### 3.1.3 Theory Assessment

- (1) A trainee, having met the prerequisites for a rating, may request access to the theory exam by accessing the VATPAC Training Management System.
- (2) The theory assessment consists of a series of questions which can include short answer, long answer, numerical or multi-choice questions. Further details regarding the theory assessment can be found on the rating theory assessment page on the VATPAC ATC Academy website.
- (3) Once the trainee has successfully completed the theory assessment, they should review the training material on any question they answered incorrectly and input corrected answers on the VATPAC Training Management System.

- (4) Should a candidate fail a written examination, that candidate may be subject to a “cooling off” period. If such a period is imposed, it must not exceed 72 hours from the scoring of the exam. Following a second failure of the same written exam by the candidate then a Division may extend the cooling off period to enable further study.
- (5) On completion of the theory assessment, trainees will wait for an instructor to be assigned and undertake practical training.

#### **3.1.4 Access to VATPAC Training Resources**

- (1) Access to VATPAC training tools and resources, other than those published for the explicit use of the wider community, is restricted to members of the ATS Team and students undergoing instructor-led training.
- (2) Connecting to, or otherwise accessing, these tools, including but not limited to the ATC Simulator, is not permitted except as per paragraph (1).

### **3.2 Training Staff**

#### **3.2.1 Overview**

- (1) Staff within the ATC Training Team are appointed by the Director of Air Traffic Services. Staff of the ATC Training Team includes:
  - (a) ATC Training Manager;
  - (b) ATC Standards Manager;
  - (c) Subject Matter Experts; and
  - (d) Instructors and Senior Instructors.
- (2) All staff are required to contribute to the ATC Training process, adhere to this policy and conduct their business in accordance with their respective position description and VATPAC Staff Conduct Policy.
- (3) The structure outlined in sub-section (1) may be varied by the Director of Air Traffic Services at their discretion.

#### **3.2.2 Privileges and Limitations**

- (1) An ATC Instructor is anyone within the ATC Training Department who holds an I1 or I3 rating.
- (2) An instructor is only authorised to conduct training for ratings for which they are approved.
- (3) An instructor-in-training is authorised to conduct training under the direct supervision of an appropriately rated Instructor.

#### **3.2.3 Internal Training**

- (1) All ATC Training Staff are subjected to training and approval for the various aspects of their role.

## **3.3 Practical Training**

### **3.3.1 Overview**

- (1) VATPAC uses a competency-based system which means there is no 'pass or fail' assessment.
- (2) The purpose of practical training is to:
  - (a) Review and clarify any questions about the material covered in the corresponding ATC Academy course, including those areas requiring reassessment; and
  - (b) Provide trainees with an opportunity to become familiar with and demonstrate competency on the practical aspects of what they have learnt in the theory course.
- (3) Training sessions will only be conducted if the trainee has completed the relevant theory assessment(s) with a passing grade.
- (4) Practical Training shall only be conducted by an authorised member of the VATPAC ATC Training department.

### **3.3.2 Practical Training Process**

- (1) Instructors will be provided with a checklist of items for each course that must be completed prior to signing the student off as competent.
- (2) There is no requirement placed upon the number of sessions that must be completed, but the instructor should ensure that all of the elements of the training checklist have been completed and that the trainee is suitably prepared to control on the network.
- (3) Practical training is complete when:
  - (a) All items on the relevant training checklist have been completed; and
  - (b) The instructor is satisfied that the trainee is suitably prepared to control on the network.
- (4) The completed training checklist, along with any comments, will be shared with the trainee by their instructor, added to the trainee's ATC Training record, and retained by the ATC Training Department.

### **3.3.3 Over the Shoulder Session**

- (1) An instructor may determine that conducting an Over the Shoulder (OTS) session on the live network would be beneficial to the learning and development of the trainee.

- (2) The instructor conducting an OTS session must identify themselves as a VATPAC Instructor either by logging on using [INITIALS]\_INS and/or including in their controller remarks that they are a VATPAC Instructor and, by connecting to the network using their instructor rating.

## **3.4 Solo Endorsements**

### **3.4.1 Overview**

- (1) As per the VATSIM GCAP, the purpose of a solo endorsement is to allow a trainee to develop confidence at a particular rating and further develop their practical skills between practical training sessions. It is not a substitute for the timely advancement of a trainee.
- (2) The solo endorsement is optional at the discretion of the instructor and is not a requirement to be issued a rating.

### **3.4.2 Validity**

- (1) A solo endorsement is valid for an initial period of 30 days but may be renewed/extended up to a total of 90 days at the discretion of the Director of Air Traffic Services, or their delegate.
- (2) A solo endorsement will not be renewed/extended if a trainee has not effectively exercised the endorsement to progress their skills during the validity period.
- (3) The solo endorsement is valid until such time as it expires, or the trainee successfully is granted their ATC rating. There is no minimum time that a trainee must hold the solo endorsement.

### **3.4.3 Approval Process**

- (1) A trainee seeking a solo endorsement must complete an Over the Shoulder (OTS) session or a simulator session with an instructor.
- (2) The instructor will determine if the trainee meets the standard required to hold the solo endorsement.
- (3) The trainee must be added to the list of approved solo endorsees on the VATPAC website under the controller roster.

### **3.4.4 Exercising a Solo Endorsement**

- (1) A trainee shall not exercise the privileges of their solo endorsement until their details appear on the list of approved solo endorsees.
- (2) When exercising a solo endorsement, trainees must:
  - (a) Control only the positions on which they are authorised;
  - (b) Not provide extended services, unless otherwise authorised by The Director of Air Traffic Services or an approved delegate;

- (c) Not control at a location within 2 hours prior, during, or within 2 hours after a VATPAC registered event; and
  - (d) Comply with all instructions from staff members of the VATPAC ATS Staff Members or Senior Staff.
- (3) Members of the ATS Staff Team may, at any time, observe the solo endorsee, provide feedback and/or make recommendations regarding the continuation or termination of the solo endorsement.

### **3.4.5 Termination of Solo Endorsement**

- (1) The Director of Air Traffic Services or their delegate may terminate a solo endorsement at any time, or on the advice of a member of the ATC Training Team.
- (2) Upon termination of a trainee's solo endorsement, their details shall be removed from the list of approved solo endorsees.
- (3) A solo endorsement must also be terminated when:
  - (a) The trainee is assessed as competent in their practical training and their rating upgrade has been processed by VATSIM; or
  - (b) The period of validity for the endorsement has concluded.

## **3.5 Transfer & Visiting Controllers**

### **3.5.1 Overview**

- (1) A controller who is not a member of VATPAC and who meets the requirements of both local VATPAC policy and the VATSIM GCAP, shall have the ability to obtain a visiting controller endorsement and control within VATPAC's airspace.
- (2) A controller who holds a visiting controller endorsement will have their details added to the VATPAC Controller Roster.
- (3) If a transfer or visiting controller applicant has previously been awarded a rating by VATPAC, the requirements for a check ride for that rating may be waived at the discretion of the Director of Air Traffic Services, or their delegate.
- (4) A visiting controller who, having already been approved to control within VATPAC Airspace, subsequently obtains a higher rating from another division, the new rating shall be subject to a competency check for the purposes of visiting controller privileges.

### **3.5.2 Certification Process**

- (1) A controller from a division other than VATPAC whose rating was not awarded by VATPAC shall be required to complete and pass the highest relevant theory assessment and be assessed as competent in a practical check ride conducted by a VATPAC Instructor.

- (2) Once the controller has completed the theory assessment, they will be provided with practical training by the ATC Training Department.
- (3) During practical training, the trainee will be trained on VATPAC procedures and phraseology as well as local controller client procedures.
- (4) Upon completion of practical mentoring, and the ATC Instructor is satisfied that the trainee is competent to control in VATPAC airspace, the trainee will be issued a visiting controller endorsement.

### **3.5.3 Minimum Hour Requirements**

- (1) Visiting controllers must control a minimum of 3 hours in the previous 3 months on an approved VATPAC position otherwise they will be removed from the VATPAC controller roster.
- (2) Visiting controllers removed from the VATPAC controller roster must wait a minimum of 6 months before reapplying for visiting controller rights.