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| SOP | VATSIM (VIRTUAL AIR TRAFFIC SIMULATION) Standard Operating Procedure | |
| Subject: | Thailand vACC | Final 3.1 |
| Administration | VATSEA Division | 15-January-14 |

Thailand vACC SOP - Administration

1.0 Administrative Instructions - This document will outline the Administrative procedures and guidelines for normal operations of ATC within Thailand vACC (Bangkok FIR) boundaries.

1.1 ATC Positions, Position Restrictions and General Guidelines

1.1a The Thailand vACC will conform to GRP2 standards that apply throughout VATSIM.:

A. Tower Trainee (S1) (Does NOT APPLY to visiting controllers)

This rating does not cover any particular competencies. A member can use this rating to control no higher than Tower (TWR) subject to local restrictions. Thailand Local restriction states that: S1 Rated controllers are restricted from controlling at Thailand Major airports which are VTBS and VTBD (Bangkok airports). Students (S1) may control Clearance Delivery and Ground at Bangkok Airports once they complete the training at Bangkok airports and receive their certification. They are still restricted from controlling Tower at Bangkok Airports as a S1.

Students (S1) will log on their tower position with the letter "T" between the airport ICAO and position.

Example: VTCC_T_TWR. The Student (S1) will also place the following in their controller ATIS:

Conducting Solo Tower Training in accordance with GRP2 rules. You must also include you license number given to you by your instructor. Also add the Thailand web address for supervisors to refer to.

B. TOWER Controller (S2)

This rating includes all airport DEL, GND and TWR control services. S2 rated controllers can control at all airports in Thailand.

C. TMA Controller (S3)

This rating includes APP and DEP control services associated with a particular airport/area.

D. Enroute Controller (C1)

This rating is for all Enroute CTR sectors; both radar and non-radar control services.

E. Senior Controller (C3)

A Senior Controller (C3) rating may be awarded to a controller already certified to provide the six (6) standard VATSIM controller services described above AND who also provides other services NOT related to a control role covered by the ratings for: DEL, GND, TWR, APP, DEP or CTR. The rating of Senior Controller (C3) may be awarded by any VATSIM Division to give recognition of seniority, performance or any additional role beyond that of a normal Controller (C1) as determined by the local Region/Division.

1.2 No Controller may login and control an active position without first completing the required training and testing for that position. Students (S1) may work DEL, GND and Tower at all airports NOT designated as Major airports without any particular competencies. Student 2's (S2) may work DEL, GND and TWR but must pass all local competencies tests. Senior Students (S3) may work APP/DEP. Controllers (C1) and Senior Controllers (C3) may work Center positions.

1.3 Operating a Position: All controllers, visiting or otherwise are asked to open an active ATC position if the controller is able to remain open for a time no less than thirty (30) minutes.

1.4 Bangkok Center (VTBB_CTR) should be manned as the primary position. If the controller is center-certified, he/she should man center as their primary duty. If he/she is not center-certified, the next position

to be manned by the Approach. If a controller is not certified to work a radar position, he/she shall man a tower, ground or clearance delivery position.

1.5 Controllers will use good judgment when logging in to a position and will not "jump" positions for traffic.

1.6 All positions will be manned on a first come first serve basis with in accordance of Division Position Certification rules (VATSIM Code of Conduct, C5) .

1.8 When logging-on to fill a vacant controller position in the Thailand vACC, the following procedure shall be followed:

1. Connect to the server, and check the CL (controller list)
2. Open a private chat box to other subordinate and coordinate Thailand vACC positions.
The purpose of doing so is as follows:
 - a. To inform them of your presence
 - b. To coordinate hand-offs with the appropriate controllers
 - c. To coordinate altitude clearances
 - d. To determine the runway(s) in use
 - e. To determine if weather conditions pose a hazard for aircraft and whether specific airports are closed due to weather in addition to any Category II or Category III conditions that may be present
3. If performing ATC services at a Center position, check to see if neighboring vACC Centers are online), open a chat box with them and proceed as in 2.a, 2.b and 2.c above.
4. In the chat line, use a single slash (/) and a message (/VTBS_APP is open on 126.50, for example) to announce your opening on ATC radio. DO NOT USE the Guard Channel (121.50).

1.9 This policy affects all current and approved visiting controllers in the Thailand vACC.

1.10 Closing a Position: All controllers shall give at least a five (5) minutes notice before logging off. This is to provide pilots adequate information that services are about to close. This policy does not apply if another relief controller is about to log into the same position. If you are the relief controller, the controller stepping down must notify all other positions through use of the ".break" function with ASRC / VRC.

1.11 Callsign Restrictions: The use of a callsign other than _OBS, or _DEL, or _GND, or _TWR, or _APP, or _DEP or _CTR is prohibited. [Note: Thailand vACC members are encouraged not to use the _OBS callsign for extended periods of time. This is a waste network resources. If you can stay online for more than thirty (30) minutes with the exception if you are the new student learning the ropes, you should be manning a control position in Thailand vACC.

1.11.1 Exception - Instructors may use the _INS callsign (eg THD_JH_INS), but only when actively performing the functions of the Instructor position.

1.11.2 Exception – vACC Director/Chief may use ACCTHA1 callsign.

1.11.3 Exception – vACC Deputy Director/Chief may use the ACCTHA2 callsign.

1.11.4 Exception – Training Services Administrator may use the ACCTHA3 callsign.

1.11.5 Exception – IT Director (Webmaster) ACCTHA4 callsign.

1.11.6 Exception – Events Director may use the ACCTHA5 callsign.

1.11.7 Exception – Facilities Engineer may use the ACCTHA6 callsign

1.11.9 Exception - Mentors (C-rated controllers who volunteer their time to provide online instruction to new students and are designated by the TA as Mentors) may use the _MTN callsign (eg THD_JH_MTN), but only when actively performing the functions of the Mentor position.

1.12 Upon transferring/entering the Thailand vACC, each controller will be issued a set of “operating initials”. These operating initials are to be used during ASRC/VRC interphone communications and during text chat communications as a way of acknowledging a request. If you have not received your operating initials, please contact the vACC Director or vACC Deputy Director to receive them. Controllers shall use their assigned initial when logging on as observers eg. THD_JH_OBS

1.13 Voice Channel Naming Convention - When setting up your voice channel for use as your frequency, the following setup is required:

Server: rw.liveatc.net
Channel: xxxx_yyy where xxxx = Facility and yyy = Position

Eg: Suvarnabum Tower - VTBS_TWR
rw.liveatc.net/VTBS_TWR

1.14 Standards - All Controllers are expected to abide, at all times, to the policies of Thailand vACC, VATASIA and VATSIM. Any violations of the above mentioned policies will result in disciplinary action.

- 1st offense - written warning
- 2nd offense - 15 days probation (can only work while being actively shadowed with an active mentor/instructor.
- 3rd offense - action up to and including removal from Thailand vACC roster.

1.15 Controllers Visibility Range Settings

| | |
|---------------------------|------------|
| Observer | 5-300 NM |
| Clearance Delivery/Ground | 5-10 NM |
| Tower | 20-50 NM |
| Approach/Departure | 100-150 NM |
| Center | 300-600 NM |

1.16 Emergencies

1.16.1 Emergency reports are not required by VATSIM.

1.16.2 Controllers may deny an emergency, particularly to prevent delays to other pilots or during heavy traffic periods.

1.16.3 Emergencies are usually not welcome during fly-ins.

1.16.4 If an emergency is denied (and the pilot is unable to resume normal flight), the pilot should immediately log off VATSIM.

1.16.5 Hijackings or squawking 7500 will not be tolerated on VATSIM.

1.17 Voice Communications

1.17.1 Voice is encouraged for training and coordination between controllers.

1.17.2 All incoming Student 1 rated members may use voice without restriction. While this allows voice to be used by all members, voice WILL be factored in on ratings advancements. If a Student is deemed to not have the voice skill required to advance to the next highest rating based on any exams, practical, written or oral, then said Student will not be endorsed for ratings advancement until a determination has been made that the student fulfills the voice criteria for the rating.

1.17.3 Since voice is an optional feature of using the VATSIM environment, each incoming student during the initial phase of their training will be polled as to their voice status. If they indicate they wish to use voice, then voice will be factored in on their training. If they indicate they do not wish to use voice, voice will not be factored in on their training.

1.17.4 If a student, at a future time during their training, opts to use voice, then voice training will commence with the understanding that required voice training will need to be completed in order to advance in ratings. Depending on the amount of time elapsed from initial training to the time the student opts to use voice, a ratings advancement can be somewhat delayed.

1.17.5 Use of Guard Channel (121.50) The use of guard channel is discouraged. This is a VATSIM policy defined in the "CODE OF CONDUCT" and it applies to any transmission, including announcements of position openings and closings. When necessary, broadcasts will be made by supervisory personnel. If you cannot reach a pilot by the use of a private message, it is unlikely that guard will work either. If you feel you must use the guard frequency, contact a VATSIM staff member or supervisor before transmitting on 121.5.

2.0 Thailand vACC Activity Policy

2.1 New roster additions that are inactive for over thirty (30) days after assignment or transfer to the Thailand vACC (during their introductory period) shall be contacted via email as to whether or not they wish to remain on the roster. Activity is defined as one (1) hour of active controlling per month at a valid position within the Thailand vACC; that is at _DEL, or _GND, or _TWR, or _APP, or _DEP or _CTR.

2.2 A controller who is inactive for thirty (30) days will be placed on "Inactive" status and will be notified by email.

2.3 Students or controllers who cannot be contacted at their email address on file with the Thailand vACC/VATSIM (undeliverable) shall be dropped from roster after sixty (60) days of inactivity.

2.4 After the thirty (30) days introductory period, Thailand vACC members who are inactive for over sixty (60) days shall be contacted via email 10 days prior to as to whether or not they wish to remain on the roster. [Activity is defined as one (1) hour of active controlling per month at a valid control position within Thailand vACC; that is at _DEL, or _GND, or _TWR, or _APP, or _DEP or _CTR].

2.5 Failure to respond to such an inquiry within the (10) days notice will result in the student or controller being dropped from the roster.

2.6 Students or controllers who cannot be contacted at their email address on file with VATSIM/Thailand vACC after fifty (60) days shall be dropped.

2.7 Exception - Those controllers who have notified the vACC Director requesting for a Leave of Absent (LOA) may under the approval of the ATM be waived.

2.8 While on the Thailand vACC roster, controllers are required to maintain a current and valid email address on file with VATSIM and the Thailand vACC at all times. Thailand vACC staff will send out what's known as a "bouncer check" every 30 days to verify that the address on file will be received and not returned as invalid. Once an email address has bounced two (2) successive times, that controller will be removed from the roster. It is imperative that you maintain a valid email address with VATSIM, as the failure to do so not only revokes your roster status in the Thailand vACC, but, ultimately, VATSIM staff may issue an "administrative suspension".

3.0 Leave of Absence

3.1 Any student, controller, mentor or instructor may request leave of absence by notifying the vACC Director detailing estimated length of leave and a brief reason for the application. Approval of Absence of Leave will be approved by the vACC Director.

3.2 During the leave of absence, the member is relieved of all responsibilities of the position assigned including reports.

3.3 The member must contact the vACC Director at the end of the leave if the leave of absence needs to be extended.

4.0 Transfer Policy

4.1 Students and controllers wishing to transfer from the Thailand vACC to a different Division/vACC shall make proper notification to the vACC Director. The request for transfer should include a brief reason for transfer.

4.2 The vACC Director then has not more than fourteen (14) days to deliberate the request for transfer.

4.3 If the vACC Director decides that the transfer request be honored, the vACC Director will transfer the student/controller to/from the roster.

4.4 If the vACC Director decides to deny the transfer, the vACC Director is required to submit due reasons to the VATSEA Division Director, to the controller requesting transfer and/or to the Region Asst Director of the region where the controller is currently assigned.

4.5 Transfers to the Thailand vACC can be denied for any one or more of the following reasons:

- a. The candidate has a disciplinary record within the their present vACC/ARTCC/Division
- b. The candidate was a former member of Thailand vACC dismissed or transferred out for disciplinary reasons.
- c. The candidate was a former member of Thailand vACC dismissed or transferred out for reasons related to inactivity.
- d. The candidate has shown a disrespectful attitude towards other controllers, either in direct communication or in posting on a forum.
- e. The candidate has shown a disrespect or has had multiple violations of VATSIM policies and procedures which include suspensions from the network.

4.6 Fast Track Upgrade/Network Transfer

Fast Track Upgrade

Available for Real World Air Traffic Controllers and Commercial or Airline Pilots.

NEED TO CONTACT VATSEA TRAINING DIRECTOR

This is the program applicable to real life Air Traffic Controllers and pilots holding Commercial Pilot or Airline Pilot License aiming to eliminate time requirement for ATSimTest for each level.

Under this program applicants are still obliged to take the written exams and respective CPTs. However, they are not restricted with the time requirements for each level. The ATSimTest for the next level will be sent to the candidate as soon as his current level becomes active.

The procedure for Fast Track program is as follows.

1. Candidate for FAST TRACK program applies to his/her vACC Director or Training Manager for Fast Track program with the evidence that he/she is holding valid CP or ATP Licence. The best acceptable evidence is the copy of his/her Licence. A brief resume explaining the real life aviation experience of the candidate is also required.
2. The vACC Director or Training Manager confirms VATSEA TRAINING DEPARTMENT that the applicant is eligible for FAST TRACK program.
3. VATSEA Training Director grants applicant the FAST TRACK program
4. Those candidates with no official vACC should make the FAST TRACK application to VATSEA TRAINING DIRECTOR
5. The respective CPTs under the terms of divisional policy and global rating policy can be held by either the local vACC's Training Department or the VATSEA TRAINING DEPARTMENT.
6. Refusal of FAST TRACK UPGRADE application is at the discretion of VATSEA Training Department if the applicant
 - fails to submit his real life licenses and/or relevant documents.
 - proves to have bad VATSIM record.
 - displays immature behavior.
 - fails to understand and comply with the concepts of virtual controlling.
 - fails to pass 3 consecutive STUDENT tests.

(*) VATSEA Training Department may ask applicant to submit the copy of the License any time.

4.7 TRANSFER FROM OTHER NETWORKS

In order to encourage members of other networks to join VATSIM, and taking into consideration their virtual experience in the other network, VATSEA TD have implemented a standard transfer policy.

Transfer from IVAO

All transferring members are eligible to apply once for acceptance in the rating corresponding to their last rating held in IVAO for at least six months.

- All IVAO members holding ACC level and above can apply for C1 Level.
- All IVAO members holding APC level can apply for S3 level.
- All IVAO members holding ADC level can apply for S2 level.

All transferring members will need to pass the relevant ATSimTest theory test and pass the CPT for each rating individually. Every test can only be retaken once after failing it.

Any IVAO member holding INS level and above wishing to transfer should contact VATSEA1 or VATSEA3 directly, however since INS level is not an ATC rating as such but a function a transfer would usually take place to C1 level.

In order to process these applications we will also require the followings:

- Recommendation or introduction from the relevant vACC DIRECTOR or in the case of a non official vACC by applying to VATSEA Director and Training Director
- Proof of IVAO Rating being claimed by the transferring member.

Transfers from other networks than IVAO

At this moment in time, there are no other transfer rules in force.

Members transferring from other networks than IVAO are deemed to be new members and should proceed as normal.

5.0 Visiting Controller Policy

- 5.1 All controllers applying for visiting status in the Thailand vACC must have a Student 2 "S2" or higher rating.
- 5.2 The Thailand vACC will NOT provide basic ATC training to visiting controllers. All visiting controllers must have received their basic training and ratings (promotions) from their home Region/Division/vACC. Visiting controllers will ONLY receive training from Thailand instructors on Thailand vACC SOP's.
- 5.3 All controllers regardless of their current vACC/Division are required to pass the Thailand vACC Basic Certification and Position test before they control any position.
- 5.4 The visiting controller must not have a negative disciplinary record with VATSIM within the last six (3) months.
- 5.5 The visiting controller must not have been suspended from VATSIM network within the last six (6) months.
- 5.6 Controllers from other Divisions/vACC's are welcome to visit and man a control position under the following guidelines:
- 5.7 The controller must be familiar with facility procedures for the position he/she chooses to control.
- 5.8 Must abide all Thailand vACC SOP's.
- 5.9 Must follow the Position Restrictions.

5.10 Must demonstrate their controlling abilities

5.11 Must take and pass any required Facility SOP test with a minimum score of 80%.

6.0 Training and Promotions

6.1 These rules are organized according to rating level and encompass the standards that have been adopted by the Thailand vACC. These rules and requirements are subject to change without prior notice. If you have any questions, please contact a Division staff member. Training materials are located on the Thailand vACC website which include topics written by the Thailand Staff members and the ICAO Document 4444 (Air Traffic Management).

6.2 STUDENT 1 (S1) Tower Trainee Rating: New controllers joining the Thailand vACC shall be assigned the Pilot/Observer rating. All Pilot/Observers must take and pass the Thailand S1 written exam before controlling in Thailand. Once passing the S1 written exam the controllers rating will be upgraded from Observer to Student 1 (S1) Tower Trainee.

- a. This rating does not cover any particular competencies. A member can use this rating to control no higher than Tower (TWR) subject to local restrictions.
- b. S1 Student Tower Trainees are restricted from controlling (solo training) at VTBS and VTBD.
- c. No formal training is required prior to testing for the S1 rating.
- d. The S1 written exam must be taken and passed with a minimum score of 80%. If the student fails the exam he/she must wait a minimum of 7 days before taking a re-test.
- e. The Student (S1) will use the S1 rating to conduct solo training at positions Tower and below at either VTCC (Chiang Mai) or VTSP (Phuket)
- f. A Student (S1) may control Clearance Delivery or Ground at VTBS and VTBD (Bangkok Airports) once he/she completes the required DEL and GND training and receives his/her certification to control those positions from his/her Instructor. ** The Student (S1) is still restricted from conducting solo tower training at Bangkok Airports**.
- g. S1 Student Tower Trainees may control at VTBS and VTBD **only** when training with an Instructor or Mentor. A Instructor or Mentor must always be monitoring the students frequency.

A) GENERAL:

- 1: Setup, Configure and Connect to the network.
- 2: Demonstrates understanding of the ATS role.

6.3 STUDENT 2 (S2) Tower Controller: The Student 2 (S2) is a intermediate level rating.

- a. In order to hold the S2 rating the student must master the Clearance Delivery, Ground and Tower positions.
- b. To advance to the S2 rating the student must attend lectures on Clearance Delivery, Ground and Tower training topics.
- c. To advance to the S2 rating the student must meet with their instructor for Sweatbox sessions covering Clearance Delivery, Ground and Tower operations. Several sessions may be needed to cover all material.
- d. To advance to the S2 rating the student must take and pass the S2 written exam with a minimum of

80%. If the student fails the S2 written test he/she must wait a minimum of 7 days before taking the re-test.

e. To advance to the S2 rating the student must take and pass an "Over the Shoulder" practical exam which shall be conducted on Sweatbox or on the VATSIM network.

f. To advance to the S2 rating the student must hold the S1 rating for a minimum of 30 days.

g. Students must meet the following Competencies to advance to the S2 Rating

A) GENERAL

- 1: Setup, Configure and Connect to the network
- 2: Demonstrates understanding of the ATS role
- 3: Displays service delivery awareness
- 4: Displays situational awareness
- 5: Manages communication priority
- 6: Uses correct phraseology
- 7: Manages Flight Strips, Tags and Flight Plans
- 8: Displays professional behavior and pleasant attitude

B) ATC COORDINATION

- 1: Coordinates with other ATC where required

D) CLEARANCE DELIVERY

- 1: Correctly identifies aircraft and applicable flight rule.
- 2: Applies basic altimetry
- 3: Issues appropriate clearance and departure instructions

E) GROUND OPERATIONS

- 1: Issues appropriate GND instructions where/when required
- 2: Correctly transfers aircraft to TWR where required

F) TOWER OPERATIONS

- 1: Selects suitable Duty/Active Runway
- 2: Generates ATIS
- 3: Issues appropriate TWR instructions where/when required
- 4: Issues takeoff clearances
- 5: Issues landing clearances
- 6: Applies correct runway separation
- 7: Handles missed approaches
- 8: Manages circuit traffic
- 9: Correctly transfers aircraft to next ATC unit

6.4 SENIOR STUDENT (S3) TMA Controller

The Senior Student (S3) is an advance level student rating.

a. In order to hold the S3 rating the student must master the TMA (Approach/Departure) positions.

b. To advance to the S3 rating the student must attend lectures on TMA (Approach/Departure control) training topics.

c. To advance to the S3 rating the student must meet with their instructor for Sweatbox sessions covering TMA (Approach/Departure control) operations. Several sessions may be needed to cover all material.

d. To advance to the S3 rating the student must take and pass the S3 written exam with a minimum score of 80%. If the student fails the S3 written test he/she must wait a minimum of 7 days before taking the re-test.

e. To advance to the S3 rating the student must take and pass an "Over the Shoulder" practical exam

which shall be conducted on Sweatbox or on the VATSIM network.

f. To advance to the S3 rating the student must hold the S2 rating for a minimum of 30 days.

g. Students must meet the following Competencies to advance to the S3 Rating

A) GENERAL

- 1: Setup, Configure and Connect to the network
- 2: Demonstrates understanding of the ATS role
- 3: Displays service delivery awareness
- 4: Displays situational awareness
- 5: Manages communication priority
- 6: Uses correct phraseology
- 7: Manages Flight Strips, Tags and Flight Plans
- 8: Displays professional behavior and pleasant attitude

B) ATC COORDINATION

- 1: Coordinates with other ATC where required

C) DEPARTURES

- 1: Correctly identifies departing aircraft
- 2: Cancels SID and vectors aircraft for sequencing or separation
- 3: Issues amended „maintain“ level where necessary for positive separation
- 4: Correctly transfers aircraft to the Enroute controller

D) ARRIVALS

- 1: Ensures pilot is in receipt of correct ATIS information
- 2: Cancels STAR and vectors aircraft for sequencing or separation
- 3: Issues descent and provides runway assignment or reiteration
- 4: Provides position and distance to run to aircraft
- 5: Correctly positions aircraft for approach type
- 6: Correctly issues the approach clearance
- 7: Correctly transfers aircraft to the TWR controller

E) TRAFFIC MANAGEMENT

- 1: Verifies mode C level of aircraft when commencing radar service
- 2: Issues appropriate TMA instructions where/when required
- 3: Provides suitable vectors to aircraft when required
- 4: Initiates holding when necessary to regulate traffic flow
- 5: Adjusts aircraft speed or track to achieve sequence

F) SEPARATION

- 1: Applies appropriate vertical separation between aircraft
- 2: Applies appropriate lateral separation between aircraft

G) AIRSPACE SERVICES

- 1: Passes traffic information where required
- 2: Provides additional information or navigation service
- 3: Correctly processes aircraft entering CTA from Class G airspace
- 4: Correctly processes aircraft leaving CTA into Class G airspace
- 5: Implements flight following procedures when requested

6.5 Controller (C1) Enroute Controller:

a. In order to hold the C1 rating the student must master the Center Control position.

b. To advance to the C1 rating the student must attend lectures on Center control.

c. To advance to the C1 rating the student must meet with their instructor for Sweatbox sessions covering Center control operations. Several sessions may be needed to cover all material.

d. To advance to the C1 rating the student must take and pass the C1 written exam with a minimum score of 80%. If the student fails the C1 written test he/she must wait a minimum of 7 days before taking the

re-test.

- e. To advance to the C1 rating the student must take and pass an “Over the Shoulder” practical exam which shall be conducted on Sweatbox or on the VATSIM network.
- f. To advance to the C1 rating the student must hold the S3 rating for a minimum of 30 days.
- g. Students must meet the following competencies to advance to the C1 Rating

A) GENERAL

- 1: Setup, Configure and Connect to the network
- 2: Demonstrates understanding of the ATS role
- 3: Displays service delivery awareness
- 4: Displays situational awareness
- 5: Manages communication priority
- 6: Uses correct phraseology
- 7: Manages Flight Strips, Tags and Flight Plans
- 8: Displays professional behavior and pleasant attitude

B) ATC COORDINATION

- 1: Coordinates with other ATC where required

C) TRAFFIC MANAGEMENT

- 1: Issues appropriate CTR instructions where/when required
- 2: Applies advanced altimetry concepts
- 3: Provides suitable vectors to aircraft when required
- 4: Initiates holding when necessary to regulate traffic flow
- 5: Adjusts aircraft speed or track to achieve initial sequencing for arrival
- 6: Correctly transfers aircraft to next ATC unit

D) SEPARATION

- 1: Provides separation service appropriate for class of airspace
- 2: Applies appropriate vertical separation between aircraft
- 3: Applies appropriate vertical separation to aircraft operating in the RVSM band
- 4: Applies time separation between aircraft in non-radar environment
- 5: Applies separation between aircraft in radar environment
- 6: Pre-emptively applies separation assurance to avoid rather than resolve conflicts

E) AIRSPACE SERVICES

- 1: Provides traffic services appropriate for class of airspace
- 2: Provides additional information or navigation service
- 3: Issues airways clearance to aircraft entering CTA
- 4: Terminates services for aircraft leaving CTA
- 5: Issues STAR Clearance where necessary
- 6: Provides services appropriate to VFR aircraft

6.6 Senior Controller (C3)

This rating shall be utilized to recognize members who show a strong dedication to perfecting their craft and make significant contributions to the Thailand vACC through active participation. Members may make application to the Thailand vACC for upgrade to the Senior Controller (C3) rating via division-authorized methods. The Senior Controller (C3) rating shall be issued and administered by the Division and will be regulated according to the following provisions:

- a. The member must have attained the Controller (C1) rating before promotion to the Senior Controller (C3) rating will be considered.
- b. The member must provide a minimum of 200 hours of active online controlling service after promotion to the Controller (C1) rating. Only those hours recorded after the Controller (C1) rating is attained will be considered toward the total active online controlling service hours necessary for promotion to a Senior Controller (C3) rating.

The following controller activities shall be considered as active controlling service.

- i. Providing online controller services in any of the VATSIM recognized ATC positions (DEL, GND, TWR, DEP, APP, CTR, TMU or Oceanic control).
 - ii. Providing online services as an Instructor (INS) or mentor (MTR)
- c. Only those hours recorded on the VATSIM network system identifying online active control service will be applied toward the 200 hour minimum requirement.
 - d. Members applying for the Senior Controller (C3) rating shall have no Conflict Resolution reviewable disciplinary actions filed within the contiguous twelve (12) month period immediately preceding their application.
 - e. All members currently holding a Senior Controller (C3) rating shall retain their rating – this policy notwithstanding.
 - f. Members currently rated as Instructor (I1) or Senior Instructor (I3) and who for reason of transfer or other actions are removed from their rating, shall revert to their previously highest-held rating. If their previously highest-held rating was Senior Controller (C3), they shall retain that rating - this policy notwithstanding. If their previously highest-held rating was Controller (C1) and their current active online controlling service hours as recorded after the Controller (C1) rating equals 200 hours or more, they may apply for the Senior Controller (C3) rating.
 - g. Senior Controller (C3) ratings issued by other Regions and Divisions shall be recognized as valid and will not be altered for members transferring into or visiting the Thailand vACC.
 - h. Upon request, The Thailand Division will provide a member their current active online controlling service hour total. This information is automatically provided when the member makes application for the Senior Controller (C3) rating upgrade.

6.7 INSTRUCTOR

Instructors will be selected by the Thailand vACC Staff and will be endorsed by the VATSEA Division of VATSIM. Because of their requirement for knowledge, instructors will be selected from Controllers (C1) and Senior Controllers (C3). Instructor candidates must pass the Thailand Division Instructor written exam with a minimum score of 80%. In addition to certification requirements, instructors will be selected based upon items a-i:

- a. Frequency of Service (determined by logs and observations)
- b. Length of service within the Thailand vACC
- c. Aptitude and Knowledge of ATC
- d. Proper Use of Phraseology and Procedures
- e. Proficiency at MULTIPLE ATC positions
- f. Interaction with Pilots and other Members of the vACC
- g. Recommendations of Senior Staff
- h. Demonstrated leadership within the sector

- i. Ability to impart knowledge on others
- j. Instructors will use the THD_XX_INS call sign when performing their duties. VATSIM recommends that instructors log on for 10 hours per month as an instructor. Instructors will coordinate with the Training Director for published training times and may coordinate directly with students for individual instruction.
- k. Instructors will submit a training summary once a month on the first of the month to the Training Director. The summary will be in email format and will detail students trained, analysis of the students' progress, and training issues discovered over the last month (i.e. During the fly-in last week we determined that the controllers are weak at holding procedures).
- l. It is suggested by the Thailand vACC staff that instructors maintain an average of 10 hours per month instructing students.

6.8 SENIOR INSTRUCTOR (Training Director)

The SENIOR INSTRUCTOR (Training Director) will be selected by the Thailand vACC Staff and will be endorsed by the VATASIA Division of VATSIM. Because of their requirement for knowledge, SENIOR INSTRUCTOR (Training Director) will be selected from Controllers (C1), Senior Controllers (C3) and Instructors (I1). SENIOR INSTRUCTOR (Training Director) candidates must pass the Thailand vACC Instructor written exam with a minimum score of 80% (If not taken previously). In addition to certification requirements, SENIOR INSTRUCTOR (Training Director) will be selected based upon items a-i:

- a. Frequency of Service (determined by logs and observations)
- b. Length of service within the Thailand vACC
- c. Aptitude and Knowledge of ATC
- d. Proper Use of Phraseology and Procedures
- e. Proficiency at MULTIPLE ATC positions
- f. Interaction with Pilots and other Members of the vACC
- g. Recommendations of Senior Staff
- h. Demonstrated leadership within the sector
- i. Ability to impart knowledge on others
- j. The Training Director will use the THD_TA or ACCTHD3 call sign when performing their duties. VATSIM recommends that instructors log on for 10 hours per month as an instructor. Instructors will coordinate with the Training Director for published training times and may coordinate directly with students for individual instruction.
- k. SENIOR INSTRUCTOR (Training Director) will submit a training summary once a month on the first of the month to the Thailand vACC. The summary should include total students trained during the month, each instructor's hours, total promotions for the month and the status of the training division. Status would include new scenarios created for Sweatbox, new training projects, re-written training material and any issues the training department may have.

I. It is suggested by the Thailand Division staff that the SENIOR INSTRUCTOR (Training Director) maintain an average of 10 hours per month performing his duties.

6.9 MENTOR

Mentors will be selected by the Thailand vACC Staff. Because of their requirement for knowledge, mentors will be selected from Controllers (C1) and Senior Controllers (C3). In addition to certification requirements, mentors will be selected based upon items a-i:

- a. Frequency of Service (determined by logs and observations)
- b. Length of service within the Thailand vACC
- c. Aptitude and Knowledge of ATC
- d. Proper Use of Phraseology and Procedures
- e. Proficiency at MULTIPLE ATC positions
- f. Interaction with Pilots and other Members of the vACC
- g. Recommendations of Senior Staff
- h. Demonstrated leadership within the sector
- i. Ability to impart knowledge on others
- j. Mentors will use the THD_XX_MTR call sign when performing their duties. There is no recommended time online for mentors. The Training Administrator will assign students to a mentor and will email the mentor with contact information for the student. The mentor is there to answer questions and to informally help the student as he progresses through his or her certification.
- k. Mentors are encouraged to submit a mentor summary once a month on the first of the month to the Training Administrator. The summary will be in email format and will detail students mentored, analysis of the students' progress, and training issues discovered over the last month (i.e. During the fly-in last week we determined that the controllers are weak at holding procedures).

7.0 Thailand vACC Staff Duties

7.1 Thailand vACC Director/Chief

- Responsible for overall smooth operation of the Thailand vACC of VATSEA Division of VATSIM
- Reports directly to the Director of the South East Asian Director
- Establishes and publishes Thailand vACC policies.
- Conducts and chairs periodic meetings with VATTHD Staff members
- Oversees the continued growth and maintenance of Thailand vACC information systems.
- Works directly with other vACC Directors/Chiefs to foster international cooperation and the exchange of ideas
- Communication to VATTHD Staff and members
- Monitor progress of ongoing procedures (Training, Membership, Events, Operations, IT, etc)
- Monitor ATC ID Upgrades

- Maintains an on line presence on the VATSIM Network
- If Instructor qualified, shall assist in the training and certification of controllers in VATTHD vACC.
- Compiles data provided by VATTHD Staff and prepares vACC reports to be sent to the VATSEA Division Director
- Approve transfer requests.
- Select for recommendation and approval the Training Services Manager (TSM).
-

7.2 Thailand vACC Deputy Director/Chief

- Stands in for the Thailand vACC Director when required.
- Attends periodic Thailand vACC Staff meetings
- Stays abreast of current issues and contributes to discussions and dissemination of information within the Thailand vACC and VATSIM community
- Produces a monthly “E-newsletter” to be emailed to all VATSIM members opting into a mailing list for Thailand vACC Events
- Maintains the Master controller roster
- Maintains an on line presence on the VATSIM Network Ensure that hosting for the facility's website is maintained. The site registration shall be maintained by the AOM or a mutually agreed upon individual.
- Monitor and moderate the message forum
- If Instructor qualified, shall assist in the training and certification of controllers in the Thailand vACC
- Create and manage a facility staff to accomplish all tasks deemed necessary by facility policy or higher headquarters directive.
- Forward new controller information to the TSM for instructor assignment.
- Any additional task that effects the operation of the center will be addressed and either directly handled by the AOM or delegated to a capable authority.

7.3 Training Services Manager

- The Training Services Manager (TSM) is the focal person for all training and currency standards. The TSM is responsible for administrating the training department and ensuring all standards of the SOP are complied with.
- In addition to overall administration of the training department, specific attention is required in administrating the mentor program and providing currency training to instructors and mentors to ensure all teaching is consistent across the training staff
- Create proficiency tests as directed by the vACC Director or as deemed necessary.
- Administer the mentor program. This includes selection of personnel, publishing guidance to mentors explaining teaching techniques and what is expected in their teaching students at the mentor level.
- Develop and maintain Sweatbox and Tower Trainer scenarios for use in training at all positions available.
- Submit a monthly report to the vACC Director. This report will include a list of all monthly promotions, summary of mentor and instructor hours and current status of the training department. Also included will be any problem areas and or changes to the training department.
- Monitor the quality of the staff instructors and mentors.
- Work with instructors and mentors to develop their knowledge.
Ensure that training standards are being uniformly applied to all students
- Keep records of student progress, including testing, promotions, and all instruction.

7.4 Thailand vACC Events Manager

- The Event Manager (EM) is responsible for the planning, organizing, coordinating, evaluating, and managing of all events conducted.
- Manage the center events master list. The list should reflect vACC generated events as well as customer requested events.
- Generate sign up forms for all major events and/or assign controllers to positions as needed for the best operation of the event. For guidance on selecting the most qualified controllers, the EM shall consult with the vACC Director or TSM as needed.
- Create event related documentation to supplement this SOP when operational necessity dictates. Additional procedures may not take away or alter any procedure described within this document without the written approval of the vACC Director
- Submit a monthly report as required by the vACC Director. As a general guideline, the report should include the following: a. Summary of all events conducted in the report month. Specific items to note are problems that develop during events and any other unusual activity. b. List of projected events and any special requirements to be met. Any request for staffing by a customer that was not able to be fulfilled due to either a staffing shortage or overlap of another event. d. Any other information as directed by the AOM.

7.5 Thailand vACC Facilities Engineer

- Position appointed by the vACC Director if needed
- Attends periodic VATTHD Staff meetings.
- Responsible the developing and maintaining the vACC's Sector files.
- Responsible for creating cheat sheets and graphics for Thailand vACC.
- Responsible for the creation of Sweatbox training files (At TSM discretion)
- Responsible for creating or assisting in the creation of Graphics for vACC banners for events and the Thailand vACC website.
- Will be responsible for researching real World Thailand AIP aeronautical data and changes for the creation and updating of vACC SOP's and LOA's

7.6 Thailand vACC IT Director

- Position appointed by the vACC Director if needed
- Attends periodic VATTHD Staff meetings.
- Responsible for the design of the Thailand vACC website.
- Responsible for the Thailand vACC Forum.
- Responsible for maintaining the Thailand vACC website and forum

8. Events Management

8.1 Thailand vACC Initiated Events are defined as those events that are planned, advertised, and executed by the Events Staff. vACC initiated events must be scheduled on the calendar. The EM will submit request for an event to the AOM and copy the DAOM. The AOM is the approving authority for all events. The AOM will submit within 48 hours of the EM's request a reason for denial if needed along with an explanation.

8.2 Customer Initiated events

Customer Requested Events are defined as those events that are hosted by a customer of the VATSIM network; i.e. Virtual Airlines. B. Organizations shall provide a minimum of 15 days notice to the EM of an event impacting Bangkok airspace. Notifications received prior to the 15 day period shall be afforded maximum support possible. Notifications of events received less than 15 days, should be announced as required in paragraph 8.2.3.

8.2.3 Event Notification

Major events will be announced via email to all roistered controllers, the events section of the website; and via the forums at least 30 days prior to the event. Signups for the event will be made available no later than 14 days prior to the event. Announcements will also be made on the VATASIA and VATSIM websites. Request for controller services made on short notice will be posted in the forum. There will be no event signups for these events.

8.2.3.4 Event Staffing

Event assignments will be made from the requests received in the forum. The final assigning of positions will be left to the discretion of the EM after consulting with the AOM. Most assignments will be made on a first come, first served basis according to a controller's certifications and skill level. Visiting controllers will be served in the same manner as fostered controllers. B. If a vACC member edits their request, it changes the date and time of the request to the date and time that the edited request is saved. This means that the new request is moved to the bottom of the list and their original place in line is lost. Only the controller is able to edit their request, staff members may not edit request. C. The intent of the events staff is to staff positions in the order of their importance to the successful running of that event. Therefore, if a controller is not assigned to their first choice, or is assigned to a position not on their request list, this was done to fulfill the requirements needed to properly staff the event. D. New and/or experimental positions may from time to time be used during events. These positions will normally not be listed on the events sign up site but will be assigned to controllers by the AOM or EM. E. The final assignments will begin to be made at least 48 hours prior to the event and will be posted at least 24 hours prior to the event. A message will be placed in the forum letting everyone know the final assignments have been made along with an email. If there are any positions that remain open, controllers who have not yet signed up may request any of these, yet with no guarantee that they will receive them. The events staff reserves the right to assign these positions to any available and willing controller, including those not on our rosters. F. The EM will be responsible for all event staffing assignments. In the event that the EM cannot be available for all or part of the event sign up period, another member of the senior staff shall perform these duties.

9.0 Conflict Resolution

To the extent possible, VATSEA strives to prevent conflicts and disputes from reaching a point that detracts from our activities, or results in disciplinary action.

It is not the intention of VATSEA to be involved in "personality conflicts". However, if disputes do become disruptive in nature, or if specific complaints are brought forward, then the VATSEA Division Conflict Resolution Manager (DCRM), be asked by VATSEA1 to mediate between the parties in a neutral, unofficial and impartial manner and report his findings back to VATSEA1

In cases arising from Supervisor suspensions superior to 24 hours, the DCRM will automatically become involved, for determination of guilt and suspension application (if required). User co-operation with the DCRM is a requirement for VATSIM membership, and refusal to co-operate may result in suspension.

For further information on disciplinary procedures, please read the VATSIM Code-of-Conduct (CoC) and Code-of-Regulations (CoR).

Basically, a member may be suspended for 24 or 48 hours by a Supervisor for acting illegally within VATSIM Network. The DCRM will automatically be notified for 48 hour suspensions, and soon after that, the suspending Supervisor and the suspended member may be called upon by the DCRM to give further evidence. The DCRM will soon decide the penalty, further suspension or not, and inform all parties involved. If the suspended member disagrees, then he/she still have the right to appeal the decision to the Region Conflict Resolution Manager (RCRP), who will make the final decision.

10 Member Suspensions

Disciplinary action may be taken against a member, in accordance with the CoC and CoR if a Supervisor performs a 48 hour temporary suspension.

VATSEA's official Policy on this issue is in full compliance with VATSIM CoC and CoR. The DCRM is in charge of administering such procedures, as stated in 10 above

11. Military Activity

Military Flights are allowed within VATSEA, as long as they:

- do not interfere with civilian flights and are not on combat missions
- do not interfere with politically sensitive matters / areas in the real world
- do not have a political message passed by their activity
- must follow standard IFR or VFR routes, or may
- follow different routes / procedures only after air traffic controller's approval (if present) and/or previous consent by the local coordinating authority (i.e. a vACC or VATSEA)
- follow VATSIM Special Operations Administration (VSOA) Policy as stated on the main VATSIM webpage

For example: Aerial refueling, formation flying, precision approach, military cargo and similar flights are allowed. Simulation of combat operations over national territories that are not in line with VSOA policy or the local coordinating authority is not aware of are strictly forbidden.

ATC should/can request the purpose of the flight's mission. If the response from the flight leader does not seem to be in accordance with the above, then records should be taken (VATSIM ID, radar snapshots, callsigns, etc), and be reported to the DCRM for further action. Online verbal conflicts must be avoided

12. Pilot Emergencies

At the request of ATC or Supervisory personnel:

From time to time Pilots may experience an in flight problem, usually due to using third party add-on, such as FS Passengers or similar causing the need for the Pilot to declare a Pan Pan or Mayday call. It is important that both Pilots and ATC understand that in accordance with § 8 of the CoC ATC have the right to deny the emergency and the pilot is then obliged to stop such an emergency or alternatively to disconnect from the network.

ATCs may deny an emergency, particularly to prevent delays to other pilots, or during heavy traffic periods. Emergencies are usually not welcome during fly-ins. If an emergency is denied (and the pilot is unable to resume normal flight), the pilot should immediately disconnect from the network or cease the emergency.

In cases of Simulated loss of Voice Communication the pilot is obliged to monitor TEXT communication in case of general Network related messages being broadcasted

Updated 03-27-14

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