# VATSIM UK

## TRAINING DEPARTMENT

## PILOT TRAINING HANDBOOK – REVISION 1.0.0
## 15/07/2020

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## SECTION 1| PREFACE

### 1.1.1    Distribution and Scope

This handbook is made available to all members through the VATSIM UK website's downloads section.

**This handbook outlines Training Department policy**, and the standard administrative procedures to be followed by staff, mentors, examiners, and students involved with Pilot training within VATSIM UK. It is **not** a contract, and will not create contractual obligations, of any kind, for the division or its members.

Unless explicitly stated, all of the handbook's contents can be assumed to be in the context of the VATSIM network.

**The handbook sits** *below* **VATSIM UK's Division Policy,   VATSIM global policies and VATSIM ATO policies and procedures.  Where discrepancies exist, this handbook's provisions will be overridden by theirs.**

Where required, the Training Director or Division Director may waive policies and procedures stated within this handbook.

### 1.1.2    Exclusion of Liability

Everything contained herein is for use on the VATSIM Network only and should never be adopted for real world use.

The information published by VATSIM UK within this document is made available without warranty of any kind; the Organisation accepts no responsibility or liability whether direct or indirect, as to the currency, accuracy or quality of the information, nor for any consequence of its use.

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## SECTION 2 | INTRODUCTION & GENERAL

This section details general policies which apply to **all members**.

### 2.1    Training Director's Statement

Welcome to Pilot Training at VATSIM UK!

Our Training Department is responsible for developing and implementing training schemes for the award of all VATSIM controller and pilot ratings. This is achieved through self-study, one-to-one mentoring sessions, seminars, and examinations. We also offer a number of optional endorsements, and conduct transferring controller rating ratifications.

Alongside Pilot Training, we form the Training Department, one of five administrative departments in the UK Division. Our division joins our friends and partners across the Channel and the North Sea to form the European Region, the most populous of six across the world.

Though we operate within a virtual environment of the UK, we're an outward-looking and friendly community of aviation enthusiasts. Our members join us for a myriad reasons: some are professionals looking to pass on their knowledge; some are aspiring professionals looking to practice their skills; some are hobbyists looking for something interesting to learn! Whoever you are or why ever you're here, you'll find your niche in VATSIM UK.

Welcome!

> *Daniel Crookes, Training Director*

### 2.2    Open Door Policy

The Training Department has adopted an 'open door policy' for all members, no matter their role or position.

If any area of our operations is causing you concern, you should feel welcome to raise it - every member should have the ability to discuss issues of importance to them.

You can do this by opening a ticket in the 'Pilot Training' help topic through the helpdesk. This will be visible to all members of the Pilot training staff team. If you wish to raise an issue in confidence, you may do so by opening a ticket in the 'Management - Division Director(s)' help topic through the helpdesk. This will only be visible in the first instance to the Division Director(s) and (where appropriate) the Training Director.

In brief: you **always** have the opportunity to raise any concerns or suggestions, and members at all levels will be willing to listen and help to bring forward a solution (or clarification).

### 2.3    General Conduct

Members involved with Pilot training **MUST** follow the rules set-out in network (VATSIM)  and division (VATSIM UK) policies/regulations. Your attention is particularly drawn to the VATSIM User Agreement, VATSIM Code of Conduct, and VATSIM UK Terms and Conditions.

Breaches of such policies/regulations should be reported to a VATSIM Network Supervisor or VATSIM UK Moderator (inc. members of the Division Staff Group/Department Directors).

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## 2.4 Authorised Training Organisations

Organisations that are specifically certified by VATSIM VP Pilot Training to issue specific pilot ratings are known as ATOs, they are individually certified to issue each of the VATSIM Pilot Ratings and provide the single platform for issuing them. ATOs may choose to offer only select VATSIM pilot ratings and are represented to VATSIM through their designated Chief Flight Instructor through which all VATSIM Pilot Training official communications for the ATO is directed to this individual. The Chief Flying Instructor must be identified in the initial application or in writing from an officer representing the ATO in the case the identified Chief Flying Instructor is replaced with another individual.

The goals of such organisations are varied yet focused; they wish to provide pilots with recognition for having achieved demonstrated skill in online flying at several levels in a voluntary program.

All ATOs must follow procedures set-out in the ATO Polices and Procedures Handbook.

## 2.5 eSafety & Safeguarding

The safeguarding of minors on the global VATSIM network is handled centrally by VATSIM.net. **All members MUST** read and follow the procedures set-out in the VATSIM.net Safeguarding Minors Policy, which places an obligation on **every member** of VATSIM to report wrongdoing against any child or young person.

# SECTION 3 | THE PILOT TRAINING TEAM

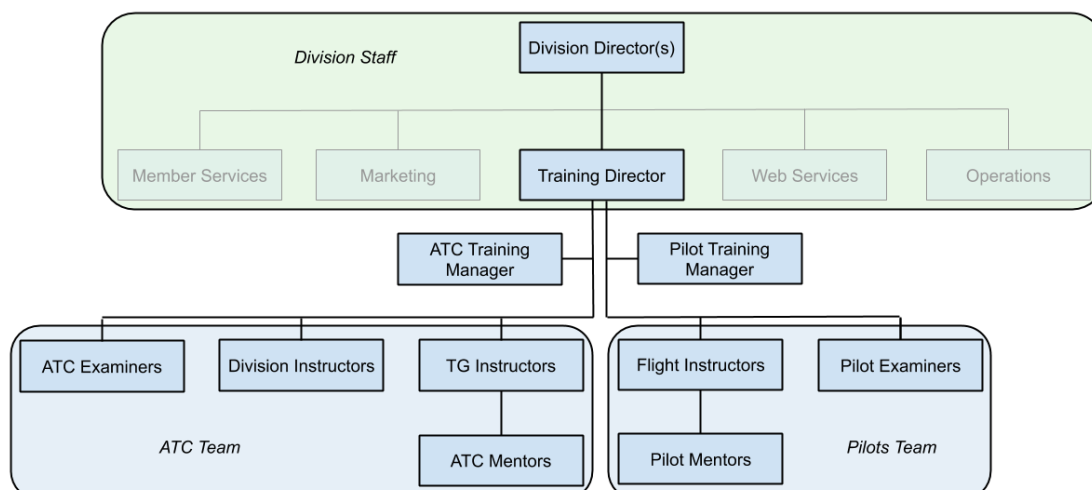## 3.1 Pilot Training Courses

Responsibility for the provision of Pilot Training is delegated to a Flight Instructor (FI) who will administer the following courses:

- **Online Pilot Course:** P1 Training
- **Flight Fundamentals Course:** P2 Training
- **VFR Pilot Course:** P3 Training
- **Virtual Instrument Rating (Aircraft) Course (vIR(A)):** P4 and P5 Training

## 3.2 Organisation Diagram

### 3.3    Role Descriptions

### 3.3.1    Division Director(s)
- Have overall responsibility for the UK division and its members;
- Have overall responsibility for ATC and pilot training within the UK division on behalf of the global VATSIM organisation;
- Review and approve documentation, policies, and procedures;
- Appoint and manage staff members.

### 3.3.2    Training Director
- Is delegated general responsibility for ATC and Pilot training by the Division Director(s);
- Manages and produces documentation;
- Provides updates to the VATSIM.net Vice President of Pilot Training, and to Division and Region staff as appropriate;
- Regularly reviews the standard of training offered with the Pilot Training Manager to maintain high standards;
- Manages departmental staff members, and advises Division Director(s) on appointments from an operational perspective.

### 3.3.3    Pilot Training Manager
- Oversees day-to-day and administrative operations in collaboration with the Member Services department;
- Is the point of contact for Pilot staff on administrative issues;
- Where requested, assists the Training Director in the development of documentation;
- Administrates visiting/transferring applications where appropriate;
- Administrates any part of Pilot training which does not fall under the responsibility of an FI;
- Has responsibility for the compliance of examinations, conducted on behalf of the Chief Flight Instructor (CFI), with the VATSIM ATO policies and procedures;
- Administrates departmental examinations;
- Responsible for maintaining examination standards;
- Responsible for selecting and training new examiners;
- Be the direct point of contact for all PTD Examiners;
- Covers other roles in the department as necessary (e.g. for holidays/illness etc.);

### 3.3.4    Initial Flight Instructor
- Has overall responsibility for training of the Online Pilot course in accordance with the P1 (Online Pilot) Syllabus and lesson plans;
- Maintains training standards of the Online Pilot course;
- Select and train new mentors for the Online Pilot course;
- Organise group seminars as appropriate;
- Approve requests for students to be granted their P1 rating;
- Issue training places to students;
- Is the point of contact for mentors of the Online Pilot course;
- Work with the Operations department to produce and review documentation as required;

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- Provides the Pilot Training Manager with administrative support in relation to the Online Pilot course were appropriate;
- Holds a continuous review of the way the Online Pilot syllabus is delivered and leveraging opportunities for improvement.

### 3.3.5    VFR Flight Instructor

- Has overall responsibility for training of the Flight Fundamentals and VFR Pilot courses in accordance with the P2 (Flight Fundamentals) Syllabus and lesson plans and P3 (VFR Pilot) syllabus and lesson plans respectively;
- Maintains training standards of the Flight Fundamentals and VFR Pilot courses;
- Select and train new mentors for the Flight Fundamentals and VFR Pilot courses;
- Organise group seminars as appropriate;
- Issue training places to students on the Flight Fundamentals and VFR Pilot courses;
- Is the point of contact for mentors of the Flight Fundamentals and VFR Pilot courses;
- Work with the Operations department to produce and review documentation as required;
- Provides the Pilot Training Manager with administrative support in relation to the Flight Fundamentals and VFR Pilot courses were appropriate;
- Holds a continuous review of the way the Flight Fundamentals and VFR Pilot syllabuses are delivered and leveraging opportunities for improvement.

### 3.3.6    IFR Flight Instructor

- Has overall responsibility for training of the virtual Instrument Rating (Aircraft) course (vIR(A)) in accordance with the vIR(A) Syllabus and lesson plans;
- Maintains training standards of the vIR(A) course;
- Select and train new mentors for the vIR(A) courses;
- Organise group seminars as appropriate;
- Issue training places to students on the vIR(A) course;
- Is the point of contact for mentors of the vIR(A) course;
- Work with the Operations department to produce and review documentation as required;
- Provides the Pilot Training Manager with administrative support in relation to the vIR(A) course were appropriate;
- Holds a continuous review of the way the vIR(A) course syllabus is delivered and leverages opportunities for improvement.

### 3.3.7    Development Flight Instructor

- Is accountable for the success and progression of Flight Training Exercises;
- Works closely with the Pilot Training Manager on new and upcoming projects in order to ensure their efficient planning and execution;
- Assist in developing the current Pilot Training Courses where necessary under the guidance and advise of the appropriate instructor.

### 3.3.8    Pilot Mentors

- Provide Pilot mentoring sessions for students;
- Work with Flight Instructors to maintain training standards for students;
- Where appropriate, forward students for the issue of their P1 rating;
- Where appropriate, forward students for their practical examination.

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### 3.3.9 Pilot Examiners
- Conduct Pilot examinations for students forwarded by Flight Instructors or Mentors with the relevant FIs approval;
- Provide appropriate feedback to students and the appropriate Pilot staff;
- Examine in accordance with the standards of the VATSIM ATO policies and procedures and of the relevant sections of this manual;
- Train new examiners.

# SECTION 4 | COURSES

## 4.1 Online Pilot - P1

### 4.1.1 Introduction
The Online Pilot (P1) course is designed to provide members with the required knowledge and resources to successful conduct flights on the VATSIM network. The course will also provide members with a basic understanding of the regulatory structure of the VATSIM network and where its resources can be found.

To express interest, submit a ticket to the help topic of 'Pilot Training' on our helpdesk. This will initiate the process listed below.

### 4.1.2 Prerequisites
As the P1 rating is required to hold any other pilot rating, you are **not required** to hold any other pilot ratings.

### 4.1.3 Structure
The Online Pilot course is comprised of an introductory group session (P1_PT1) and, one-to-one mentoring (P1_PT2).

#### 4.1.3.1 P1_PT1 Group Session
In order to join the 'Pilots Training Group:

- Login to the Central Training System (CTS) via VATSIM SSO (Single Sign-On);
- In the 'Students' menu, under the blue bar labelled 'Group' select 'Choose Home' (for some members, this may show as 'Transfer'), select 'New Controller', and click 'Request'. Once your request has been processed, you'll receive an automated email from the CT System.

Joining the Pilots Group will automatically place you on the waiting list for an **Introduction to P1 (P1_PT1) group session.** We run these approximately monthly; when a place is available to you, you'll receive an email inviting you to join a session. Where sessions are full you may wish to check back on the CT System later, as places may become available if other students cancel their attendance.

You will need to have TeamSpeak (with our server set-up) installed in advance of the session. Connect to the TeamSpeak server in good time before the session, and we'll send you the room password when we're ready to start!

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During the session, we'll give you an opportunity to introduce yourself, and then we will take you through the theory material for the session. This will be in the forum of a PowerPoint presentation.. We'll then provide you with a list of helpful resources for your initial training, and explain the 'next steps'.

### 4.1.3.2   P1_PT2 'One-To-One' Sessions

Once you have attended a P1_PT2 Group session, we'll assign you permissions to request one-to-one practical sessions in the form of P1_PT2 sessions. To request a session:

- Login to the Central Training System (CTS) via VATSIM SSO (Single Sign-On);
- In the 'Students' menu, under the blue bar labelled 'Sessions' select 'Management'. Add some periods of time during which you will be available for mentoring sessions, and make a session request for 'P1_PT2'.

Like the 'Introduction to P1' group session, these one-to-one sessions will take place on our TeamSpeak server. If you need to cancel, you should do so through the CT System as soon as possible. Your mentors will be looking for familiarity with the theoretical content which you have learnt in the group session and through self study.

The one-to-one training will last around three sessions. Your mentors will not expect you to be perfect, but will be looking for evidence that you have a 'good enough' basic understanding to fly on your own, the capacity to improve with practice, and the knowledge of where to find help when you need it. When they're happy with your skills, they will request your rating upgrade.

This is manually processed, so may take up to **around 72 hours**. You will receive an email when the rating upgrade has taken place, and will be removed from the Pilot Group.

## 4.2      Flight Fundamentals - P2

### 4.2.1     Introduction

The Flight Fundamentals (P2) course is designed to teach students how to operate a light aircraft[1] in accordance with the relevant Pilot Operating Handbook (POH) and conduct flight manoeuvres and general handling exercises including:

- Standard Rate Turns;
- Medium Rate Turns;
- Flight maintaining a selected airspeed;
- Climbing at Vx and Vy (this may be completed in the circuit);
- Descending;
- VFR Circuits:
  - Normal Approach;
  - Flapless approach;
  - Glide Approach;
  - Low approach and Go around.

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[1] A light aircraft is defined as a Class B aircraft with a MTOW <5700kg (12200lb)

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The course will also cover different emergency and abnormal scenarios such as:

- Engine fire on start;
- EFATO;
- Electrical failure;
- Communication Failure;
- Engine failure in the air;
- Engine fire in the air.

To express interest, submit a ticket to the help topic of 'Pilot Training' on our helpdesk. This will initiate the process listed below.

### 4.2.2 Prerequisites

You are required to hold a P1 (Online Pilot) rating in order to train for the P2 (Flight Fundamentals) rating.

### 4.2.3 Structure

#### 4.2.3.1 P2_VATSIM 'One-To-One' Sessions

Once you have accepted a training place, we'll assign you permissions to request one-to-one practical sessions in the form of P2_VATSIM sessions. To request a session:

- Login to the Central Training System (CTS) via VATSIM SSO (Single Sign-On);
- In the 'Students' menu, under the blue bar labelled 'Sessions' select 'Management'. Add some periods of time during which you will be available for mentoring sessions, and make a session request for 'P2_VATSIM'.

These one-to-one sessions will take place on our TeamSpeak server. If you need to cancel, you should do so through the CT System as soon as possible. Your mentors will be looking for familiarity with the theoretical content which you have learnt through self study. The course will follow the structure listed in the P2 (Flight Fundamentals) Syllabus/Lesson Plans.

## 4.3 VFR Pilot - P3

### 4.3.1 Introduction

The VFR Pilot (P3) course is designed to teach students how to Navigate a light aircraft under Visual Flight Rules (VFR) whilst building on their knowledge learnt from the Flight Fundamentals (P2) course. Students will be trained in the following areas:

- VFR Navigation OCAS;
- VFR Navigation through CAS;
- Circuit joins and overhead joins;
- VFR Navigation via MATZ;
- Basic instrument flying;
- VFR Planning.

The theoretical material for this course is focused on:

- Radio telephony associated with VFR flight;
- Air Traffic Control services;
- Meteorology;
- Air law and Operations associated with operating a light aircraft.

To express interest, submit a ticket to the help topic of 'Pilot Training' on our [helpdesk](). This will initiate the process listed below.

### 4.3.2    Prerequisites

You are required to hold a P1 (Online Pilot) and P2 (Flight Fundamentals) rating in order to train for the P3 (VFR Pilot) rating.

### 4.3.3    Structure

### 4.3.3.1    P3_VATSIM 'One-To-One' Sessions

Once you have accepted a training place, we'll assign you permissions to request one-to-one practical sessions in the form of P3_VATSIM sessions. To request a session:

- Login to the [Central Training System (CTS)]() via VATSIM SSO (Single Sign-On);
- In the 'Students' menu, under the blue bar labelled 'Sessions' select 'Management'. Add some periods of time during which you will be available for mentoring sessions, and make a session request for 'P3_VATSIM'.

These one-to-one sessions will take place on our TeamSpeak server. If you need to cancel, you should do so through the CT System as soon as possible. Your mentors will be looking for familiarity with the theoretical content which you have learnt through self study. The course will follow the structure listed in the [P3 (VFR Pilot) Syllabus/Lesson Plans]().

### 4.4    vIR(A) - Virtual Instrument Rating

### 4.4.1    Introduction

The virtual Instrument Course (Aircraft) course is a combination of the VATSIM.net syllabuses for the IFR Pilot (P4) and Advanced IFR Pilot (P5) ratings. Students will be trained in the following areas:

- Basic instrument flying;
- VOR and NDB tracking;
- IFR Holding;
- IFR Briefing techniques;
- ILS, VOR, NDB and RNAV/RNP approaches;
- Enroute flight.

The theoretical material for this course focuses on:

- The meteorological impacts of flying IFR;
- Radio telephony associated with IFR flight
- IFR chart reading and briefing;
- Aircraft instrumentation;

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- Aircraft systems;
- Flight on partial panel;
- IFR Flight planning.

### 4.4.2    Prerequisites

You are required to hold a P1 (Online Pilot) and P2 (Flight Fundamentals) rating in order to train for the P4 (IFR Pilot) and P5 (Advanced IFR Pilot) rating[1]

### 4.4.3    Structure

#### 4.4.3.1  PT_IR 'One-To-One' Sessions

Once you have accepted a training place, we'll assign you permissions to request one-to-one practical sessions in the form of PT_IR sessions. To request a session:

- Login to the Central Training System (CTS) via VATSIM SSO (Single Sign-On);
- In the 'Students' menu, under the blue bar labelled 'Sessions' select 'Management'. Add some periods of time during which you will be available for mentoring sessions, and make a session request for 'PT_IR'.

These one-to-one sessions will take place on our TeamSpeak server. If you need to cancel, you should do so through the CT System as soon as possible. Your mentors will be looking for familiarity with the theoretical content which you have learnt through self study. The course will follow the structure listed in the vIR(A) Syllabus/Lesson Plans.

## Section 5 | Students

This section details the processes students should follow to progress through the Pilot Training courses in order to obtain the relevant rating.

The information provided is applicable only for **UK Home Members**. If you're not already a member of VATSIM's UK division, the first step is to follow the instructions on the Join Us page - you'll need to ensure that your division is set to 'United Kingdom'. If you need to make a change, this may take up to 24 hours to process.

### 5.1    Software

#### 5.1.1    Flight Simulators

The following flight simulators are approved for use for the purpose of training within our ATO:

- Lockheed Martin's Prepar3D (P3D v3, v4 and v5)
- Microsoft Flight Simulator X (FSX)
- X-Plane (10 or 11)

#### 5.1.2    Pilot Clients

You are required to use a pilot client in order to connect to the VATSIM network, below is a list of clients which can be used:

- vPilot (FSX and P3D)

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- xPilot (X-Plane)
- XSquawkbox (X-Plane)
- Swift (X-Plane)
- FSInn (FSX and P3D)

### 5.1.3    TeamSpeak

TeamSpeak is a voice communication program we use for training sessions, coordination between controllers, and simply having a chat! **All mentoring sessions take place on our TeamSpeak server.** Another medium will be required if screen sharing is to take place within the session.

### 5.1.4    TeamViewer

TeamViewer is a remote control and remote support application which allows screen sharing between multiple users. We use this for training sessions for the purpose of students sharing their screen with mentors.

### 5.1.5    Skype

Skype is a communications application which allows voice, video and screen sharing calls between multiple users. We utilize the screen sharing feature of this application for the purpose of students sharing their screens with mentors.

### 5.1.6    Discord

Discord is a communication application which allows voice, video and screen sharing calls between multiple users. We utilize the screen sharing feature of this application for the purpose of students sharing their screens with mentors.

*Students are required to use TeamViewer, Skype or Discord during their practical mentoring sessions. Skype and Discord are the most commonly used applications, as in our experience, it provides the best screen sharing quality with minimal latency.*

## 5.2    Training Place Offers

**This section does not apply to students training for their P1.**

You will have **84 hours** (3.5 days) to respond before the place is offered to the next eligible student on the waiting list.

If you need to, you can request that training staff let you know when the next place is available, or can defer your place (see below).

## 5.3    Maintaining a Training Place

The demands on our training system are significant, so to ensure that our resources are well-used, we require you to engage with your training. You should keep your availability up-to-date and keep a session request in the CT System at all times whilst you have a training place, so that mentors are able to accept your sessions. If you need to cancel a session, you should do so through the CT System as soon as possible.

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Training staff will remind you of these requirements, but to be fair to other students waiting for a training place, yours will be forfeited if:

- You do not have availability/a session request into the CT System entered after three warnings;
- You do not attend three of your scheduled mentoring sessions[1];
- You are banned from the VATSIM network by the Division Conflict Resolution Manager;
- You are banned from VATSIM UK services for a period exceeding 14 days.

Of course, if there are any 'extenuating circumstances', please do let us know via the helpdesk (we don't require details or supporting evidence of any kind, just that you let us know that you're still interested)!

## 5.4      Attending a Mentoring Session

Practical mentoring sessions will take place on the VATSIM UK TeamSpeak server in most cases. Mentors will message you to invite you to a mentoring channel when they are ready to begin the session.

## 5.5      Deferring a Training Place

At any point during your training - from when you join the waiting list to when you take your exam - you may request to defer your training place by opening a ticket to that effect to the 'Pilot Training' help topic via the helpdesk. You will be returned to the waiting list with your *original* join date, so that you can pick-up again quickly when you wish to restart training. Places can be deferred for **up to two years** from the date of deferral; after this point, you will be removed from the deferred list and will need to join the waiting list again from the bottom should you wish to continue your training.

## 5.6      Independent Learning

In order to make the most of your sessions, you should spend time outside of your scheduled mentoring sessions studying the theory material provided on our downloads library.

The amount of time you'll need to spend doing this will depend on your learning style, how much you already know, and the course for which you're studying. A good 'rule of thumb', however, is 'time twice': if you have a two-hour mentoring session, spend around two hours after the session consolidating your knowledge.

Mentors will be able to help you with specific questions, but will not be able to teach you everything. **As all of our mentors are volunteers, it is considered rude to arrive to a session unprepared, and may lead to a session being concluded early.**

## 5.7      'Fast Tracks'

If you have prior experience in 'real-world' flying, we may be able to offer you a 'fast track' to the rating equivalent of your aviation license. This will consist of a couple of sessions with a Flight Instructor to familiarise you with the 'VATSIM-isms' of the pilot ratings, followed by an exam with a VATSIM UK Examiner.

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[1] A session is considered to be 'no showed' if, after five minutes of its scheduled start time, a student is not present.

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As this does mean that other students awaiting training will be marginally delayed as you 'skip the queue', it is expected that, once you gain your rating, you will spend a reasonable amount of time mentoring at each level.

If you do not hold one of the license or ratings listed below, but are working towards one and feel that you have the ability to complete the fast track scheme then you may also get in touch. If this is the case, please let us know of any relevant experience in your application for fast track.

### 5.7.1    Fast Track Schemes

#### 5.7.1.1   VFR Fast Track scheme

To be eligible for this scheme you must hold one of the following licenses (EASA, FAA or other appropriate issuing authority):

- PPL (A)
- NPPL (A)
- LAPL (A)
- CPL (A)

The Scheme consists of 3 theory exams and one practical examination. The theory exams are to be completed before conducting the practical exam.

**Upon Completion of the VFR Fast Track Scheme, you will obtain a P1, P2, and P3 rating.**

#### 5.7.1.2   IFR Fast Track scheme

To be eligible for this scheme you must hold one of the following licenses (EASA, FAA or other appropriate issuing authority):

- PPL (A)
- CPL (A)

And hold of the following ratings:

- IR(A)
- IRR (UK CAA only)

And:

- Preferably have multi-engine experience

The Scheme consists of 3 theory exams and one practical examination. The theory exams are to be completed before conducting the practical exam.

**Upon Completion of the IFR Fast Track Scheme, you will obtain a P1, P4, and P5 rating.**

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## 5.8    Examinations

### 5.8.1    Theory

All of our courses include an examination of theoretical knowledge. All of the theory exams are administered through the CT System.

Theory exams must be completed before a practical exam can be conducted.

### 5.8.2    Practical

The Online Pilot (P1) training course includes a practical assessment by a mentor on the VATSIM network.

The Flight Fundamentals (P2), VFR Pilot (P3) and vIR(A) (P4/5) training courses include a practical examination on the VATSIM network by an examiner(s).

When our team of mentors, FIs, and most importantly, you feel that you are ready and you have completed the relevant theory exam, An FI will forward you for the practical examination at the end of your course. An exam request will be entered on your behalf, which will be available for examiners to accept. **Whilst you are not required to enter a session request, you must continue to enter availability.**

Examinations for the issue of a single rating will usually be accepted by a single examiner. Examinations for the issue of two or more ratings will usually be accepted by two examiners, this includes the practical examination at the end of the vIR(A) course. Most exams are also attended by the relevant FI, but you can request that they do not attend if you prefer. They will not be permitted to discuss your exam to you or the examiner until your exam has been completed, but can participate in the debrief if required.

When an examiner has accepted your exam, they will make a forum post to request any ATC required for the exam.

Exams will not be scheduled during events without your permission.

Practical exams are 'open book', so you may refer to any notes, charts, or manuals to assist you. You may **not**, however, ask for or take advice from another person - if this occurs, it will result in failure of the exam. Unsolicited advice will not be held against you as long as you tell your examiner as soon as possible.

The practical session will last for at least one hour, and for no more than two hours. This will usually be followed by a theory session, in which examiners will ask questions in order to finalise their marks.

The exam will always end in a debrief, in which examiners will give you the chance to point out any mistakes you made and how you might have dealt with them better, and will 'break-down' the exam to explain to you what they liked and what you can improve on. They will then explain to you their marking, and the final result of your exam.

The overall grading will be as follows:

- Pass;
- Incomplete (direct continuation at a later date);
- Fail - Resubmit (where the exam has been assessed as a fail but the student requires no further training);
- Fail - Further Training (where the exam has been assessed as a fail but the student requires further training).

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Individual criteria will be assessed as follows:

- Fully Competent - complete competency in the criterion;
- Mostly Competent - infrequent or minor errors, with a good level of competency;
- Partly Competent - frequent or significant errors, with a basic level of competency;
- Fail - repeated errors, with no competency shown;
- Not Tested.

You will have passed the exam if no individual criteria are marked as 'fail' or 'not tested', and no more than three criteria are marked as 'partly competent'. The criteria are listed under the 'Examination Information' of each course in this handbook.

In the event of a pass, your examiner will post to that effect on the forum - it is customary to make a post of thanks a short time after this. Your rating will be upgraded within 48 hours of the exam report being filed.

In the event of an incomplete exam, your exam request will be automatically re-entered, and your examiner will accept it to continue at another time.

In the event of a fail with resubmission, your examiner will be able to answer any questions you have with tips on how to improve. Your exam request will be automatically re-entered to be accepted at another time.

In the event of a fail with further training, your examiner will write a detailed report for the relevant FI, listing the further training actions they recommend. This will form the basis of your further training before the relevant FI forwards you for another exam.

### 5.8.3    Examiner Callsigns

During every exam, the examiner shall notify you of the callsign you shall use for your exam. Each examiner has their own designated callsign for their own examining purposes. The candidate should only use this callsign when authorized to do so by the examiner.

The approved format is as follows: EXM0#, spoken callsign "Exam 0#".

**List of Examiners:**

| Name | CID | Ratings | Callsign |
|------|-----|---------|----------|
| Daniel Crookes | 1317737 | P1 P2 P3 P4 P5 | EXM01 |
| Tom Sirett | 1374323 | P1 P2 P3 P4 P5 | EXM02 |
| Lewis Hammett | 1401212 | P1 P2 P3 | EXM03 |
| Freddie Charlesworth | 1351735 | P1 P4 P5 | EXM04 |
| James Gibson | 1334254 | P1 P2 P4 P5 | EMX05 |
| Nathan Donnelly | 1138314 | P1 P2 | EXM06 |
| Matthew Wilson | 1163927 | P1 | EXM07 |

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| Oliver Gates | 1332038 | P1 P2 P3 | EXM08 |
|---|---|---|---|
| John Livesey | 1302937 | P1 | EXM09 |
| Tom Thompson | 1249086 | P1 P2 | EXM10 |
| VATSIM UK AD Hoc | - | * | EXM99 |

### 5.8.4 P1 (Online Pilot) Assessment

The Online Pilot Course **does not** have a formal examination within our ATO. A mentor will conduct an assessment during your mentoring sessions and if satisfied, will request for your P1 rating to be granted.

### 5.8.5 P2 (Flight Fundamentals) Exam

#### 5.8.5.1 Exam Preparations

At least 24 hours before your exam the examiner will email you notifying you of the details of the exam. The exam will take place at Liverpool Airport (EGGP) in the north or south training area.

The exam will be flown under VFR and must be conducted in any of the following aircraft:

- C172(SP);
- C152;
- P28A (Non-complex).

As part of the P2 exam you are required to calculate all mass and balance parameters on the P2 Calculations sheet and submit this to the examiner at the beginning of the exam, this will then be checked by the examiner and any corrections can be made before departure.

Before your exam ensure you have the following items to hand:

- P2 Calculations sheet completed;
- Appropriate aircraft checklist (a copy for the examiner if digital);
- Appropriate aircraft POH (a copy for the examiner if digital).

Ensure that your aircraft is parked on the general aviation airport at Liverpool in a 'cold and dark' or 'first flight of the day' state.

#### 5.8.5.2 Exam Layout

##### 5.8.5.2.1 Examiner Briefing

Your examiner will conduct a short brief (10-15 minutes) on what is to be expected of the exam. This will include where the examiner can and cannot help and will summarise the events of the exam and in what order they will take place. This is the best time to ask any questions because the exam has not formally started therefore the examiner can help you. However, keep in mind that if the examiner feels that you are asking

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questions about fundamental areas of the exam this may prompt them to ask further questions when the exam has begun.

During this brief the examiner will request for you to submit your P2 calculations sheet, if you have not completed this the examiner has the right to terminate the exam.

### 5.8.5.2.2 Practical Element

After the examiners briefing the exam will formally commence. The examiner will expect you to follow your chosen aircraft's checklist, adhering to all preflight actions such as aircraft inspection (lights, equipment, flight controls) and ensuing the correct mass is loaded into the aircraft.

After you have completed the exterior and interior pre-flight inspections, the checklist should be followed to prepare the aircraft for departure. As this is a VFR Flight you are not required to request start-up clearance at Liverpool and first contact with GND or TWR should be holding short of taxiway A on link K.

You will proceed to leave the Liverpool Control Zone to the north or south, depending on what has been requested by the examiner. You are not responsible for navigation at any time during the flight, however, having good situational awareness is key to good airmanship.

Once you have exited the control zone, the examiner will conduct the following general handling exercises with you:

- Standard Rate Turns;
- Medium Rate Turns;
- Flight maintaining a selected airspeed;
- Climbing at Vx and Vy (this may be completed in the circuit);
- Descending.

Once these manoeuvres have been completed you will re-enter the Liverpool control zone to join the VFR circuit. You will conduct a minimum of 2 circuits where the examiner may ask you to conduct any of the following approaches:

- Normal Approach;
- Flapless approach;
- Glide Approach;
- Low approach and Go around.

During the exam you will be required to demonstrate your ability to deal with emergency situations. All emergencies will be simulated therefore adjustment of fuel and electrical master controls is not necessary, however you must indicate to the examiner what action you would take with that item. The examiner may simulate an emergency at any stage of the flight, this includes but is not limited to:

- Engine fire on start;
- EFATO;
- Electrical failure;
- Communication Failure;
- Engine failure in the air;
- Engine fire in the air.

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Once the examiner is satisfied that all elements of the exam criteria have been completed, they will request for you to land and taxi back to the GA apron. The examiner will mark your airmanship and ability to follow operate the aircraft until the last item on the shutdown and securing checklist has been completed.

### 5.8.5.2.3 Theory Element

Once the flight has been completed the examiner will ask 6 theory questions from the P2 course material; if a small break is required between practical and theory sections this is at the discretion of the examiner. Students should remember that this is an open book exam so use of course material is encouraged. Examiners do not expect a student to instantly provide them with the perfect answer, examiners want to see the student present them with an answer which is detailed and relevant to the question that has been asked.

### 5.8.5.2.4 Result

The examiner will notify the student of the result. If the result is not a pass, the student will be informed of the next steps.

### 5.8.6     P3 (VFR Pilot) Exam

### 5.8.6.1   Exam Preparations

At least 24 hours before your exam the examiner will email you notifying you of the details of the exam. The exam will depart out of Chichester Goodwood (EGHR) with the intention of returning once the exam is complete. The examiner will send you details of the exam similar to below:

- Depart EGHR  and navigate to EGHA
- Perform one touch and go at EGHA
- Depart EGHA and navigate to EGHH
- Perform one touch and go at EGHH
- Depart EGHH and navigate to EGHR
- Enter the VFR circuit at EGHR and land

The exam will be flown under VFR and must be conducted in any of the following aircraft:

- C172(SP);
- C152;
- P28A (Non-complex).

As part of the P3 exam you are required to complete a PLOG which will be used as an aid to navigation during the flight. The candidate must submit the PLOG to the examiner at the beginning of the exam, this will then be checked by the examiner.

Before your exam ensure you have the following items to hand:

- P3 PLOG completed;
- Appropriate aircraft checklist (a copy for the examiner if digital);
- Appropriate aircraft POH (a copy for the examiner if digital).

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Ensure that your aircraft is parked on the general aviation airport at Chichester Goodwood Airfield in a 'cold and dark' or 'first flight of the day' state.

### 5.8.6.2   Exam Layout

### 5.8.6.2.1 Examiner Briefing

Your examiner will conduct a short brief (10-15 minutes) on what is to be expected of the exam. This will include where the examiner can and cannot help and will summarise the events of the exam and in what order they will take place. This is the best time to ask any questions because the exam has not formally started therefore the examiner can help you. However, keep in mind that if the examiner feels that you are asking questions about fundamental areas of the exam this may prompt them to ask further questions when the exam has begun.

During this brief the examiner will request for you to submit your P3 PLOG, if you have not completed this the examiner has the right to terminate the exam.

### 5.8.6.2.2 Practical Element

After the examiners briefing the exam will formally commence. First, the examiner will invite you to brief your flight using your PLOG and any other information you have prepared. Your brief should be detailed but relevant and include all of the following items as a minimum:

- Routing (Turning points, altitudes, ETE's, Airspace, Nav Aids, Alternates);
- NOTAMs;
- Weather;
- Performance data (Weight/Balance and Fuel).

Once your pre-flight brief is completed the examiner will expect you to follow your chosen aircrafts checklist, adhering to all preflight actions such as aircraft inspection (lights, equipment, flight controls) and ensuing the correct mass is loaded into the aircraft.

After you have completed the exterior and interior pre-flight inspections, the checklist should be followed to prepare the aircraft for departure. As this is a VFR Flight you are not required to request start-up clearance unless airfield procedures require.

Throughout the practical element of the exam, the examiner is likely to remain quiet as the examiner is looking at your ability to safely operate your chosen aircraft in a single pilot VFR environment. The examiner may ask you for your position at certain points throughout the flight and will ask you (if not planned in your routing) to track a VOR or NDB for a minimum of 20 nautical miles.

Throughout the flight you are expected to update you PLOG with the appropriate ETA's, ATA's, and fuel figures. This will enable you to remain more aware of your position and enable you to provide the examiner with accurate information if they request it. However, do not allow your PLOG to distract you from safely operating the aircraft. Aviate, Navigate, Communicate.

The examiner may prompt you on how they would like you to join an aerodrome if there is no ATC online, this includes Standard Overhead Joins (SOJs).

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On your last leg the examiner is likely to ask you to divert to another aerodrome. When planning your flight ensure that you have sufficient means to navigate to your alternate(s) at any point during the flight, this will make it easier during the exam and more importantly displays excellent airmanship to the examiner.

Once you have successfully reached your alternate aerodrome the examiner will request for you to land and manoeuvre the aircraft to a suitable parking position. The examiner will mark your airmanship and ability to follow operate the aircraft until the last item on the shutdown and securing checklist has been completed.

### 5.8.6.2.3 Theory Element

Once the flight has been completed the examiner will ask 6 theory questions from the P3 course material; if a small break is required between practical and theory sections this is at the discretion of the examiner. Students should remember that this is an open book exam so use of course material is encouraged. Examiners do not expect a student to instantly provide them with the perfect answer, examiners want to see the student present them with an answer which is detailed and relevant to the question that has been asked.

### 5.8.6.2.4 Result

The examiner will notify the student of the result. If the result is not a pass, the student will be informed of the next steps.

### 5.8.7    vIR(A) Exam

### 5.8.7.1   Exam Preparations

At least 24 hours before your exam the examiner will email you notifying you of the details of the exam. The exam will commence at East Midlands (EGNX) and finish at an airport of the examiners choice after visiting one other aerodrome. The examiner will send you details of the exam such as below:

"We will be departing East Midlands (EGNX) and routing to Liverpool (EGGP), you are required to plan a route to fly under IFR. Upon arrival at EGGP, you will conduct an RNAV/RNP Approach and missed approach. You will then route towards Leeds Bradford (EGNM). Upon arrival at Leeds Bradford (EGNM), you will conduct a procedural LOC/DME approach and missed approach, you will then receive radar vectors for an ILS approach (vectored) to land."

You will conduct two non-precision approaches and one precision approach, of which two approaches must be flown manually. The auto pilot may be used during all other phases of flight unless instructed otherwise to aid with assessing manually tracking to/from a navigation facility.

Please fill in the vIR(A) PLOG and Fuel calculations as necessary in accordance with your plan for the route, a link to the PLOG can be found here.

The exam must be flown under IFR which meets the following criteria:

- MTOW below 5700kg (12540lb);
- Single or twin engine propeller driven (piston or turbine).

As a minimum, the aircraft must have the following equipment and therefore able to submit the following equipment codes on your flight plan:

- S (VOR, ILS, VHF);
- D (Distance Measuring Equipment);
- F (ADF);
- Y (8.33kHz frequency separation);
- R[1] (RNAV);
- G (GNSS).

[1] The equipment code 'R' requires further definition to specify the approved uses of the RNAV equipment. A list of RNAV definitions can be found [here](here).

Before your exam ensure you have the following items to hand:

- vIR(A) PLOG completed;
- Appropriate aircraft checklist (a copy for the examiner if digital);
- Appropriate aircraft POH (a copy for the examiner if digital);
- Relevant charts open or easily accessible.

### 5.8.7.2   Exam Layout

#### 5.8.7.2.1 Examiner Briefing

Your examiner will conduct a short brief (10-15 minutes) on what is to be expected of the exam. This will include where the examiner can and cannot help and will summarise the events of the exam and in what order they will take place. This is the best time to ask any questions because the exam has not formally started therefore the examiner can help you. However, keep in mind that if the examiner feels that you are asking questions about fundamental areas of the exam this may prompt them to ask further questions when the exam has begun.

During this brief the examiner will request for you to submit your vIR(A) PLOG, if you have not completed this the examiner has the right to terminate the exam.

#### 5.8.7.2.2 Practical Element

After the examiners briefing the exam will formally commence. First, the examiner will invite you to brief your flight using your PLOG and any other information you have prepared. Your brief should be detailed but relevant and include all of the following items as a minimum:

- Weather (departure, enroute, arrival and alternate);
- Aircraft (Any known defects);
- NOTAMs
- Performance data (Weight, balance and fuel).

Once your pre-flight brief is completed the examiner will expect you to follow your chosen aircrafts checklist, adhering to all pre-flight actions such as aircraft inspection (lights, equipment, flight controls) and ensuing the correct mass is loaded into the aircraft.

After you have completed the exterior and interior pre-flight inspections, the checklist should be followed to prepare the aircraft for departure. Once you have prepared your aircraft you may then conduct your departure

briefing. As this is an IFR Flight you are required to request start-up clearance unless airfield procedures require.

Throughout the practical element of the exam, the examiner is likely to remain quiet as the examiner is looking at your ability to safely operate your chosen aircraft in a single pilot IFR environment. The examiner may ask you to explain any actions that you have made if they are unsure as to why you have made them.

Throughout the flight you are expected to update you PLOG with the appropriate ETA's, ATA's, and fuel figures. This will enable you to remain more aware of your position and enable you to provide the examiner with accurate information if they request it. However, do not allow your PLOG to distract you from safely operating the aircraft. Aviate, Navigate, Communicate.

The examiner may prompt you on how they would like you to proceed beyond any fix where ATC would normally issue and instruction if there is no ATC online.

The examiner will mark your airmanship and ability to follow operate the aircraft until the last item on the shutdown and securing checklist has been completed.

### 5.8.7.2.3 Theory Element

Once the flight has been completed the examiner will ask 6 theory questions from the vIR(A) course material; if a small break is required between practical and theory sections this is at the discretion of the examiner. Students should remember that this is an open book exam so use of course material is encouraged. Examiners do not expect a student to instantly provide them with the perfect answer, examiners want to see the student present them with an answer which is detailed and relevant to the question that has been asked.

### 5.8.7.2.4 Result

The examiner will notify the student of the result. If the result is not a pass, the student will be informed of the next steps.

## SECTION 6 | MENTORS

This section details the procedures which mentors should follow to join the mentoring team and to teach our students.

Mentors are trained by the relevant Flight Instructor or any approved mentors for the relevant courses:

- Online Pilot (P1);
- Flight fundamentals (P2);
- VFR Pilot (P3);
- vIR(A) (P4 and P5).

### 6.1      Becoming a Mentor

The ability of the division to train its students is entirely dependent upon volunteer mentors. It is only because students choose to 'return the favour' which was extended to them by their mentors that the division may continue to function.

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There are two prerequisites to becoming a mentor:

1. Holding the appropriate rating for the position on which you wish to mentor;
2. Spending a sufficient period of time (at the discretion of the FI) consolidating knowledge of the course.

If you are interested in becoming a mentor, please open a ticket to the 'Pilot Training' help topic on the helpdesk, stating for which course (see above) you'd like to mentor.

### 6.1.1    Mentor Training

Once you're accepted as a mentor, A Flight Instructor will give you permissions to request an 'over the shoulder' (OTS) session in the same way as you would a 'regular' mentoring session - you should be sure to maintain availability in the CT System so that a Flight Instructor or approved mentor can accept this.

The OTS will consist of a brief introduction to mentoring, and the opportunity for you to teach a lesson to a student. When they accept your session, you will be informed who you will be mentoring, and you will be given access to view their previous session reports through the CT System so that you can plan what you want to teach (see below for details on lesson planning).

Like any training programme, how long it takes you to be signed off to mentor depends on a range of factors; most new mentors complete their mentor training after two-three sessions.

Once signed off, you will be given permissions to mentor the course you have been trained on.

## 6.2    General Conduct

Mentors are considered to be highly trusted members of the division, so must behave accordingly at all times.

Repeated or serious violations of the VATSIM User Agreement, VATSIM Code of Conduct, and/or VATSIM UK Terms and Conditions may result in the loss of your mentoring permissions.

### 6.2.1    Data Handling

As a mentor, you have access to pieces of personal data related to students' training, mainly found in mentoring reports. This is bound by the Data Protection & Handling Policy. It is **essential** that you keep this personal data private, and that you access it only when there is a valid operational reason to do so.

The mentors' channels on Slack are an ideal environment in which to discuss mentoring matters with other mentors. If you need to discuss a mentoring matter, these - or a private conversation with the appropriate mentor/member of staff - are the places in which to do it. Students' data must **never** be posted in public channels, or on non-VATSIM services (e.g. Facebook, Snapchat etc.).

If you take notes during a session, you should transfer these into a mentoring report as soon as possible, and destroy or delete your original notes so that data is held only on VATSIM services.

If you need to send details on a students' training, you should send the link to the appropriate mentoring report rather than taking a screenshot/screen-sharing. This ensures that only those permitted to access the report will be able to view it.

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**Any breaches of the above - accidental or otherwise - should be reported to the <u>Data Protection Officer</u> as soon as possible. This includes breaches by other members about which you become aware.**

### 6.2.2 eSafety & Safeguarding

Comprehensive advice on eSafety is available on the <u>Thinkuknow website</u> and from <u>Childline</u>.

The VATSIM.net <u>Safeguarding Minors Policy</u>, which places an obligation **every member** of VATSIM to report wrongdoing against any child or young person, applies to mentors.

### 6.3 Conducting a Session

Sessions can be accepted through the 'Mentors' tab of the <u>CT System</u>, under 'Sessions' -> 'Requests'. Every student should have a fair chance at their training, so you should **avoid 'preferential mentoring'** - the practice of 'skipping' certain students to favour others - wherever possible, unless requested to do so by the relevant Flight Instructor (e.g. when a student is nearing their exam or a fast-track is taking place).

Sessions will take place on the VATSIM UK TeamSpeak server. Mentors should only use the software listed in the <u>software</u> section of this handbook for screen sharing. Mentors should **not** use other communication media other than those listed in the <u>software</u> section of this handbook to conduct a mentoring session, as the <u>VATSIM User Agreement</u>, <u>VATSIM Code of Conduct</u>, and <u>VATSIM UK Terms and Conditions</u> do not apply outside of VATSIM services.

## SECTION 7 | EXAMINERS

This section details the procedures to be followed by Pilot examiners at all levels.

In general, an examiner will hold the pilot rating for which they are examining. **Applications from members to become examiners will not be accepted.**

### 7.1 Becoming an Examiner

Before examining solo, you must undergo a period of training. As a minimum, this will include:

- A brief induction with the Training Director/Pilot Training Manager;
- One exam observation;
- One exam as a trainee, taking an active role.

You will be allocated exams to observe and participate in by the Pilot Training Manager, and will be additional to the 'qualified examiners' conducting the exams.

### 7.2 General Conduct

Examiners are considered to be highly trusted members of the division, so must behave accordingly at all times.

In addition to the <u>VATSIM User Agreement</u>, <u>VATSIM Code of Conduct</u>, and <u>VATSIM UK Terms and Conditions</u>, as an examiner you must:

- Display a professional attitude to VATSIM and the UK division at all times, whether acting as an examiner or not;

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- Keep all exam-related information confidential. Information may only be passed - on a 'need to know basis' to other examiners and relevant members of the training team;
- Uphold a consistent standard across the division (as defined by GRP and this manual);
- Keep exams as enjoyable and as relaxed as possible;
- In the event of a failed exam, detail to the candidate's Flight Instructor, the Pilot Training Manager and Training Director your recommendations for further training;
- Inform the Pilot Training Manager if you have any particular concerns about a candidate, about the conduct of an exam, or if you suspect instances of cheating;
- Inform the Pilot Training Manager if you feel that you require any further training on examining;
- Provide assistance and training for new examiners.

Breaches of the above, or of the VATSIM User Agreement, VATSIM Code of Conduct, or VATSIM UK Terms and Conditions, will result in you being removed as an examiner.

## 7.3    General Procedures

### 7.3.1    Callsigns

The student should use the callsign of the Lead examiner to log onto the network 'EXMXX'. The Lead examiner will inform the student of the callsign to be used.

Each examiner has their own designated callsign for their own examining purposes. The candidate should only use this callsign when authorized to do so by the examiner.

The approved format is as follows: EXM0#, spoken callsign "Exam 0#".

**List of Examiners:**

| Name | CID | Ratings | Callsign |
|------|-----|---------|----------|
| Daniel Crookes | 1317737 | P1 P2 P3 P4 P5 | EXM01 |
| Tom Sirett | 1374323 | P1 P2 P3 P4 P5 | EXM02 |
| Lewis Hammett | 1401212 | P1 P2 P3 | EXM03 |
| Freddie Charlesworth | 1351735 | P1 P4 P5 | EXM04 |
| James Gibson | 1334254 | P1 P2 P4 P5 | EMX05 |
| Nathan Donnelly | 1138314 | P1 P2 | EXM06 |
| Matthew Wilson | 1163927 | P1 | EXM07 |
| Oliver Gates | 1332038 | P1 P2 P3 | EXM08 |
| John Livesey | 1302937 | P1 | EXM09 |

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| Tom Thompson | 1249086 | P1 P2 | EXM10 |
| --- | --- | --- | --- |
| VATSIM UK AD Hoc | - | * | EXM99 |

Should the examiner(s) wish to log onto the VATSIM network and observe the exam through EuroScope as a secondary aid to the students screen, they shall log onto the network using the observer callsign convention (eg. Bob Franklin - BF_OBS)

### 7.3.2    Duration

The practical session should last for a minimum of one hour, and no more than two hours (1h30 is usually appropriate). Any criteria not assessed in this time should be covered in the theory session, which itself should not exceed 30 minutes.

### 7.3.3    Adjacent Mentoring and Events

The examiner should notify any mentors or controllers on positions that the student shall contact of any training requirements necessary for the exam.

Exams should not take place during events unless agreed to by both the Lead Examiner, the student being examined and the Marketing Director.

### 7.3.4    Attendance of Pilot Staff

The student's Flight Instructor, or other members of Pilot staff, may wish to observe an exam. This can be particularly useful for them to pick up on any mistakes that students commonly make, and so that they remain 'up to date' on how exams work in order to answer students' questions.

Where this happens, the observing member of Pilot staff should not interfere in the conduct of the exam, nor should they speak to the student before you have decided your result (they may, however, participate in the debrief).

### 7.3.5    Grading & Assessment

The overall grading will be as follows:

- Pass;
- Incomplete (direct continuation at a later date);
- Fail - Resubmit (where the exam has been assessed as a fail but the student requires no further training);
- Fail - Further Training (where the exam has been assessed as a fail but the student requires further training).

Individual criteria will be assessed as follows:

- Fully Competent - complete competency in the criterion;
- Mostly Competent - infrequent or minor errors, with a good level of competency;

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- Partly Competent - frequent or significant errors, with a basic level of competency;
- Fail - repeated errors, with no competency shown;
- Not Tested.

When assessing criteria, examiners should consider not only the level of competency shown in the examination, but also the ability to learn and improve going forwards, and the usefulness of any further training.

A student will have passed the exam if no individual criteria are marked as 'fail', and no more than three criteria are marked as 'partly competent'. The criteria are listed in the Courses section of this document

### 7.3.6    Appeals

In the absence of 'hard copies' of events taking place during exams, results are final and students are unable to appeal. If a student believes that they were marked unfairly, they should contact the Pilot Training Manager or Training Director.

### 7.4    Conducting Examinations

Exam requests forwarded by Flight Instructors will appear in the 'Examiners' tab of the CT System, under 'Exams' → 'Requests'. The Pilot Training Manager will allocate exams to examiners.

Once the exam request has been accepted, you should post a thread in the 'Forthcoming Exams and Validations' forum, including at a minimum the ratings being examined, airports to be visited, date and time, and any additional details deemed necessary. **The candidate's name must not be given.** The thread should be locked at the exam's start time.

At the start of the exam, you should invite the candidate into an exam room on TeamSpeak to explain the format of the exam. This briefing should include:

- Welcome;
- Order of content (practical, theory, and debrief);
- Marking system;
- Basic rules of the exam:
  - The exam is open book so notes etc. may be used, but the student must not receive advice from any other member - if this is received unsolicited they should let you know as soon as possible, so that it won't count against them.
- Advice on fixing mistakes (we assess holistically) and discussing them in the debrief;
- An opportunity for the student to ask questions.

You can do the theory and practical sessions in whichever order you think is appropriate, but it is usually best to do the practical session first so that you can ask theory questions to clear-up anything you've not been able to assess.

### 7.4.1    Practical

When both you and the student are ready, ask the student to connect to the network. Once the student is connected to the network the exam has formally commenced.

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As in a mentoring session, you should monitor the screen and any ATC frequency tuned. How you wish to take notes will depend on your personal style, but you may wish to take screenshots with a tool such as puush or Gyazo to help with your debrief. You may wish to use PMs to any relevant ATC (or other methods) to engineer certain situations to assess certain competencies; speaking to other members connected to TeamSpeak can also help.

Emergencies are to be carried out using *touch drills* only and may only be conducted as a simulated real emergency if the Lead examiner has gained permission from the ATSUs that will be impacted by this emergency.

**In exams with multiple examiners (including examiner training), the lead examiner should delegate tasks as appropriate.**

The student should be given around 5/10 minutes after the practical element to gather their thoughts. In exams with multiple examiners, this can provide a useful opportunity to compare notes and decide on appropriate theory questions to ask.

### 7.4.2    Theory (+ debrief)

You should try to direct questions to allow you to assess those competencies which you felt the student didn't execute as well as others, asking follow-up questions to really explore the student's understanding of a subject. There are, of course, some competencies which lend themselves much more strongly to questions than practical demonstration.

Where covered after the practical session, this also provides a good opportunity to debrief, and see situations in the context of a student's theoretical understanding. Whatever the likely result of the exam, this will be useful for examiners to substantiate their opinions and for the student to learn.

In exams with multiple examiners, it may on occasion be necessary to pause whilst examiners discuss between themselves.

### 7.4.3    Result

Where theory is covered before practical, a debrief should be conducted at this point.

In exams with multiple examiners, if a unanimous agreement on the final result cannot be reached, examiners should seek advice from (in order of preference):

- Another examiner 'qualified' at the level of the exam;
- The Pilot Training Manager;
- The Training Director;
- The candidate's Flight Instructor.

If none are readily available, this may require delaying the result until a later date.

**In the event of a pass:**

- Congratulate the student and discuss training options from here;
- Inform the student that the Training Director will process their rating upgrade, usually within 72 hours;
- File the exam report as a pass;
- Unlock the forum thread and congratulate the student, and invite them to post their thanks to mentors;

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- Feedback to the student's Flight Instructor, the Training Director, and Pilot Training Manager.

**In the event of an incomplete assessment:**

- If possible, arrange to continue the exam at a later date;
- File the exam report as incomplete and accept another exam if able;
- Post on the forum accordingly, keeping the thread locked;
- Notify the student's Flight Instructor.

**In the event of a failed exam:**

- Ensure that the student understands the reasons for failing and what they could (or should) have done - at this point you become less of an examiner and more of a mentor;
- Explain the 'next steps' - either the student is immediately resubmitted or returns for further training;
- File the exam report as fail resubmit or fail further training as appropriate, including detailed reasoning;
- Hide the forum thread;
- If further training is required, email the student's Flight Instructor, the Training Director, and Pilot Training Manager with feedback and recommendations for further training;
- If the candidate is immediately resubmitted, notify the student's Flight Instructor and the Pilot Training Manager, who may decide to allocate the second exam to different examiners.

## SECTION 8 | ATO CRITERIA

### 8.1.1    P1 (Online Pilot)
The criteria to be met in order to achieve the P1 rating set out by VATSIM.net can be found here.

### 8.1.2    P2 (Flight Fundamentals)
The criteria to be met in order to achieve the P2 rating set out by VATSIM.net can be found here.

### 8.1.3    P3 (VFR Pilot)
The criteria to be met in order to achieve the P3 rating set out by VATSIM.net can be found here.

### 8.1.4    vIR(A) (IFR and Advanced IFR Pilot)
The criteria to be met in order to achieve the P4 and P5 ratings set out by VATSIM.net can be found here and here respectively.

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## SECTION 9 | STAFF

This section details the procedures to be followed by those in staff roles within the Pilot team. The responsibilities of each role are listed at the start of this handbook; further guidance is available in this section.

### 9.1 Joining the Staff Team

At the discretion of the Training Director and Division Director, vacancies may be filled following an advertisement on the VATSIM UK forums, or may be filled by direct appointment.

Where vacancies are advertised, there will be a minimum of seven days' notice given before the deadline for applications. Candidates will be provided with an overview of the responsibilities of the role and the minimum requirements (e.g. rating) which must be met. Candidates may be appointed directly following their application, or may be invited to arrange an interview with members of the Training Department or Division Staff.

Successful applicants will be required to agree to the VATSIM UK Staff Collective Responsibility Policy before being given an email account and staff permissions on VATSIM UK services. Appropriate training will be provided on their use.

Unsuccessful applicants will be provided with written or verbal feedback on their application.

### 9.2 General Conduct

Staff are considered to be highly trusted members of the division, so must behave accordingly at all times.

In addition to the VATSIM User Agreement, VATSIM Code of Conduct, VATSIM UK Terms and Conditions, and VATSIM UK Staff Collective Responsibility Policy, as a member of staff you must:

- Display a professional attitude to VATSIM and the UK division at all times, whether acting in your capacity as a member of staff or not;
- Act fairly and honestly, with impartiality and integrity.

### 9.2.1 Data Handling

As a member of staff, you have access to significant quantities of personal data. This is bound by the Data Protection & Handling Policy. It is **essential** that you access or share it only when there is a valid operational reason to do so, or with the consent of the member concerned.

**Any breaches of the above - accidental or otherwise - should be reported to the Data Protection Officer or to the Training Director as soon as possible. This includes breaches by other members about which you become aware.**

### 9.2.2 eSafety & Safeguarding

Comprehensive advice on eSafety is available on the Thinkuknow website and from Childline.

The VATSIM.net Safeguarding Minors Policy, which places an obligation on every **member** of VATSIM to report wrongdoing against any child or young person, applies equally to members of staff. Your attention is drawn Section 8 in particular, which sets-out your responsibilities if you receive a report. Please note that you are **NOT** expected to investigate yourself, only to pass on any details which are disclosed to you.

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### 9.2.3 Moderation

Unless appointed as a Network Supervisor, VATSIM UK Moderator, or member of the Division Staff Group, Training Department staff are not expected to act as moderators or to take disciplinary action. You should, however, report violations of the Code of Conduct or VATSIM UK Terms and Conditions to a member in the aforementioned groups, providing as much evidence as possible, so that they may take action.

## 9.3 Leaving the Staff Team

If you wish to leave your staff position, you should submit your resignation by email to the Training Director and Division Director(s).

In exceptional circumstances, it may be necessary for a member of staff to be asked to leave their position for reasons including (but not limited to) serious breaches of VATSIM.net, or VATSIM UK policies, repeated misconduct, or serious misconduct. This decision must be taken by the Training Director in consultation with the Division Director(s).

## 9.4 Role Guidance

### 9.4.1 Training Director

The Training Director is responsible for setting and shaping the environment of the training department; deciding and promulgating strategy; developing, recruiting, & managing the team; and coordinating with other VATSIM entities. Coordination with outside agencies will be conducted by the Division Director or by a member of the Board of Governors or Executive Committee.

### 9.4.2 Pilot Training Manager

The Pilot Training Manager is responsible for the day-to-day and administrative operations, working with the Training Director to improve the efficiency and productivity of the team and to achieve their policy/strategy objectives. Whilst they may advise the Division Director and Training Director, they are not responsible for deciding such policy.

#### 9.4.2.1 Exam Management

Each exam request which is made will require the allocation of an examiner to accept it. Allocations should be made on a rolling basis, and examiners should have 48 hours to confirm their intention to accept their exam[2]. If no response is received within 48 hours, the exam should be reallocated.

Examiners should be appointed on an *ad hoc* basis, where there is a need for additional capacity. The Training Director or Division Director(s) must approve each appointment, and should check the member's disciplinary record. It is advisable that Division Instructors are consulted on potential examiners to ensure that their skills are appropriate for the role. Examiners may be removed by the Training Director or Division Director(s) in the event of gross misconduct.

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[2] This does not mean they must accept the exam within 48 hours, only that they must tell you within 48 hours that they will be able to accept it at some point in the future.

### 9.4.2.2   Training Place Removals

When a student is removed from a Training Group, a request for approval will be generated, accessible on the CT System's 'Kicks' page. These should be verified to ensure that the correct student is being removed, and processed as appropriate.

Where students are banned from the VATSIM network by the Division Conflict Resolution Manager (DCRM), or are banned from VATSIM UK services for a period exceeding 14 days, their training place should be removed. They should be sent the 'TD: All - Training Place Removed (Disciplinary)' canned response to inform them of this.

Their permissions can then be removed on the CT System through the 'My Members' page (click on their CID to view their permissions), and their removal from the Pilot Training Group can be requested (tick the box next to their name, and press 'Remove selected members from TG' at the bottom of the page). Include as the 'reason' a brief explanation of why the student has been removed from your TG, and direct them to your ticket (e.g. "Training place removed following disciplinary action. Please see #PLT-126485.").

Once you've removed the student's permissions and removed them from the Training Group, they will need to be removed from the Pilot Training Places spreadsheet. The relevant Flight Instructor(s) should be notified.

### 9.4.3   Flight Instructors

Flight Instructors (FIs) are responsible for overseeing training provision for their pilot training course, maintaining high standards of teaching and managing their mentoring team.

There are no minimum activity requirements, but you are expected to be present and available reasonably or readily in order to advise and assist your mentoring.

### 9.4.3.1   Managing Training Places

You are responsible for deciding upon the number of training places available for your course, and issuing these to students via the helpdesk. Each student should receive a session approximately weekly, and the number of places available should be managed in order to achieve this for most students. Be cautious overreacting to mentor surges, where a couple of mentors accept large numbers of sessions, significantly increasing capacity: these are often short-lived, and if too many extra training places are issued can slow down your training in the long-term.

Special consideration should be given when managing training places to the effect of the Christmas holidays and the summer exam period, which can reduce mentor availability.

#### 9.4.3.1.1 Issuing a Training Place

The student at the top of the Eligible Waiting List should be contacted via the helpdesk, and sent the 'PLT: All: Training Place Offer' canned message, with an SLA plan of 'Training Place Offer (84 Hours)'. If they respond and wish to accept the place, remove them from the waiting list, and add them as a 'Home member' on the CT System, under Management → My Members. Click on their CID, and give permissions to request sessions for the course they are training on.. Respond to their ticket using the appropriate 'Training Place Accepted/Confirmed' canned message.

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### 9.4.3.1.2 Sending Availability/Session Request Reminders

The 'Upcoming Sessions' page of the CT System's management panel gives you a list of session requests without availability, and a list of students without a session request. Students under either of these categories should be sent a ticket to remind them to enter both a session request and availability.

To do this:

1. Find the student's active account in the helpdesk user directory (members who have changed their email address may have multiple accounts - we need to use their active one to ensure that they receive our emails);
2. Click 'Create New Ticket';
3. Set 'Ticket Source' to 'Other', 'Help Topic' to 'Pilot Training', 'Department' to 'Pilot Training', and 'SLA Plan' to 'Five Day';
4. Assign the ticket to 'Pilot Training' (not to yourself);
5. Enter the student's CID, and 'Availability/Session Request Reminder' as the 'Issue Summary';
6. Enter 'Ticket opened by staff.' for 'Details on the reason(s) for opening the ticket.';
7. Set the priority level to 'Normal';
8. Select the 'TD: All - A/SR Reminder (Day 0)' canned response;
9. Click 'My Signature';
10. Open the ticket.

Once all this is done, the number of A/SR reminders recorded on the Pilot Training Places spreadsheet should be increased by one. This helps us to keep track of the reminders we've sent.

If the student responds or enters a session request/availability as appropriate, the ticket can be closed (with a message thanking them for doing so).

If the student does not respond within five days, or does not have a session request/availability entered and has already had three reminders, their training place should be removed (as below).

### 9.4.3.1.3 Sending No Show Reminders

If a student does not attend a scheduled mentoring session, and is marked by their mentor as a 'no-show', they should be sent a no-show warning. To do this:

1. Find the student's active account in the helpdesk user directory (members who have changed their email address may have multiple accounts - we need to use their active one to ensure that they receive our emails);
2. Click 'Create New Ticket';
3. Set 'Ticket Source' to 'Other', 'Help Topic' to 'Pilot Training', 'Department' to Pilot Training', and 'SLA Plan' to 'System Default';
4. Assign the ticket to 'Pilot Training' (not to yourself);
5. Enter the student's CID, and 'No Show Warning' as the 'Issue Summary';
6. Enter 'Ticket opened by staff.' for 'Details on the reason(s) for opening the ticket.';
7. Set the priority level to 'Normal';
8. Select the 'TD: All - No Show' canned response;
9. Set the ticket status to 'Closed';
10. Click 'My Signature';

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11. Open the ticket.

Once all this is done, the number of no shows recorded on the Pilot Training Places spreadsheet should be increased by one. This helps us to keep track of the warnings we've sent.

Occasionally, members may respond to no show warnings to explain that they were unable to attend for a good reason. We should never pry into this or ask students to 'explain themselves' (and the canned response is designed to ensure that we don't inadvertently do this), but if students do offer - of their own accord - an explanation, this should be accepted, and they should be told that their no show will not count towards the limit of three. In this situation, the no show in question should be removed from the Pilot Training Places spreadsheet.

If a student has three no shows recorded on the Pilot Training Places spreadsheet, their training place should be removed (as below).

### 9.4.3.1.4 Removing a Training Place

If a student does not consistently maintain a session request and/or availability in the CT System, or no-shows three or more sessions, their training place may be removed. Training place removals due to disciplinary action will be actioned by the Pilot Training Manager (and notified to you).

A student who has been removed from training because they have not entered availability/a session request should be sent the 'TD: All - A/SR Training Place Removed' canned response. A student who has been removed from training because they have had three no-shows should be sent the 'TD: All - No Show Training Place Removed' canned response.

Their permissions can then be removed on the CT System through the 'My Members' page (click on their CID to view their permissions), and their removal from the Pilot Training Group can be requested (tick the box next to their name, and press 'Remove selected members from TG' at the bottom of the page). Include as the 'reason' a brief explanation of why the student has been removed from the Pilot Training Group, and direct them to your ticket (e.g. "Training place removed after three non-attended sessions. Please see #PLT-487561.").

Once you've removed the student's permissions and removed them from the TG, they will need to be removed from the Pilot Training Places spreadsheet. You can then (if appropriate) offer a new student their place in the usual way.

Exceptionally, a student who has made no progress over an extended period of time may be removed from training. This will only be done in very exceptional circumstances, after every effort has been made by a range of mentors and instructors to give the student the best chance of making progress. The final decision on removing such a student from training will be made by the Training Director.

### 9.4.3.2  Recruiting Mentors

How quickly after an exam you wish to recruit a student as a mentor will be up to your discretion.

New mentors should be given permissions to accept sessions on the appropriate positions, and to request an over-the-shoulder (OTS) session. They should be told not to accept any sessions until after their OTS session has been completed. You'll need to match their availability to yours and that of a student, and accept their session alongside their student's. Let the trainee mentor know who they'll be teaching in good time to allow them to review their previous session reports and prepare a session to teach. When the student arrives at

their session, let them know that they will be taught by a trainee mentor and cancel their session so that the trainee mentor can accept it (allowing them to file the report).

The guidance you provide to a new mentor will depend on their prior experience: experienced mentors who are new only to your training group will require much less support than an entirely new mentor. Once you're happy for a mentor to teach on their own, ensure that they are assigned the 'Can Mentor' column for the course that they are approved to mentor on.

### 9.4.3.3   Managing Mentoring

Mentors with permissions for each position, along with the date of their last OTS session and the number of sessions they've conducted in the last 90 days, can be viewed on the 'My Mentors' page of the CT System. OTS sessions should be performed fairly regularly so that you can help mentors to keep their skills sharp and their teaching effective and accurate. Engaging positively with mentors, individually and in groups, is essential - they're the backbone of the training programmes we provide, and must feel adequately supported to perform their role to the best of their ability.

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