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# [STANDARD OPERATING PROCEDURES FOR MENTORING IN VACCSCA]

General guidlines and regulations on mentoring and training in Vatsim-Scandinavia.
Version 1.1
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# Mentoring

## Introduction

To achieve a standard method and approach on training within Vatsim-Scandinavia, this SOP for mentors has been established. The SOP focuses generally on responsibilities of the mentor but also general guidelines and tips. Moreover, it is important this document is kept alive, continually evaluated and amended as the training situation is in motion.

The core of the Training Department's attitude is to provide the organization with skilled members ready and trained to provide ATC throughout our network. In order to deliver this, we need to work efficiently and more importantly helping each other to reach this goal.

## Procedure

### Theoretical test

Before the practical training begins, the trainee needs to have passed the theoretical examinations available through www.atsimtest.com. Note that the trainee only needs to pass the S1 test before taking on the S2 training.

The test token for the initial examination (S1, S3, C1 and C3) is requested by Chief of Training as the mentor is assigned to the trainee. Information about the test is sent to the trainee in the same e-mail as the contact information to the mentor. The mentor is responsible to request a token for further theoretical examinations (S2 and re-takes). If the trainee were to fail an examination, the mentor is responsible to point the trainee in the right direction before a re-take is manually created by VATEUD.

### Mentor assignment

An available mentor will be assigned to the trainee by Chief of Training. In an e-mail, the trainee is kindly asked to start studying GOP and LOP for the requested position. The student is also informed about his responsibilities, as stated below in this document. Furthermore, the trainee has 7 days to establish contact with the mentor. If the trainee fails to do so, the trainee will be considered inactive and notified through email. Of this reason, mentors are asked to inform Chief of Training if the trainee fails to make contact.

### Practical training (for S2 only)

During the S2 training, the trainee starts his practical sessions in the simulator with his OBS rating. It is vital that the scheme is dealt with before we upgrade the trainee to S1 and start the online training. At latest 5 days before the trainee is estimated to go online, e-mail Training Director, Local Chief of Training and Membership Director that an upgrade is requested. Include name and CID of trainee. When the upgrade is done, the trainee may be online supervised by a mentor. At this time, the

mentor should request a S2 training ticket by the training director, and the trainee should be encouraged to take his S2 theoretical test.

## Checkout

As the trainee reaches the levels described in the study plans, the mentor contacts Chief of Training to book a check out. Training department needs approximately 1-2 weeks to plan and advertise a checkout on S2-S3 level and 3-4 weeks for a C1 or C3 Controller Practical Examination. Note that Event Department is responsible for C1-C3 examinations.

## Solo Validation

In FIR's where solo validations are used, the Chief of Training can issue temporary permission to practice solo on either a tower position with an S1 rating,  a TMC position with an S2 rating, or an enroute position with an S3 rating. The permission can only be granted when all of these conditions are fulfilled:

- The theoretical test for the new rating has been passed

- A checkout-date has been set in cooperation with an examiner . This date also defines the end of the permission period.

- The Chief of Training has updated the list of solo validations on the VATSIM Scandinavia website.

Only one tower position, one TMC position and one enroute position can be used for solo endorsements for each FIR. The positions that can be used are defined by each local Chief of Training and FIR director in cooperation. The list of solo endorsement positions should at all times be available on the VATSCA website or forum. Special conditions can be added to a position on this list in case the FIR director and Chief of Training find it necessary (examples could be: time restrictions, only none-event traffic etc.).  The solo-positions coverage are, unless specifically specified in the solo-position list, as defined in the default sector file setup.

All students online doing solo-endorsement training must include this text in the ATIS lines:

**Solo-endorsement training, feedback: feedback@vatsim-scandinavia.org**

# Responsibilities

### ATC Trainees
Vatsim Scandinavia ATC trainees have the following responsibilities towards the organization:

1. Establish contact with assigned mentor within 7 days from the notification email that a mentor has been assigned.

2. Be able to make oneself available at least 2 times/month on suggested dates from mentor.

3. Show up prepared 20 minutes before planned training session – unless other agreement has been made between mentor and student. The trainee must at least 6 hours before the session notify the mentor if unable to show up for the session with a valid reason. If the trainee fails to do so twice, his training request will be closed immediately.

**ATC Mentors**

Vatsim-Scandinavia ATC mentors have the following responsibilities:

1. Propose training dates and times to the ATC trainee, at least 2 training sessions each month

2. Have practical ATC training sessions with the ATC trainee

3. Show-up to planned training sessions (within 20 minutes of planned training start, unless other agreement has been made between mentor and student.) or notify the ATC Trainee at least 6 hours before planned training starts if unable to have the session for a valid reason.

4. Send a training report through e-mail to local Chief of Training and the trainee within 3 days.

5. Regularly browse the forums for new information.

**ATC Instructors**

VATEUD has set up the following duties for Instructors.

1. Instructors are expected to assist with their local vACC Training Departments where needed.

2. Instructors may not have any specific task at any given time, but if requested by VATEUD to undertake special projects from time to time in relation to training, will take these on.

3. Instructors must log a minimum of 150 hours per year to maintain the function; the 150 hours are counted as online ATC either in active or training mode, not in observer or flying mode.


## The Training Report

Until the new website is running properly, an ordinary, properly written word document would do just fine. It is recommended, that the training reports are to be written as below:


**Description of the session**

This happened (is to be written objectively)

*Example: Most of the traffic was handled according to LOP/LOA. BAW779 was given FL200 after departure by Stockholm which led to a conflict for Sweden later on. Traffic misunderstood the metreport as the term RVR was not used.*


**Next step**

What needs to be done in order to get closer to the curricula? What can the student and mentor do? This should reflect what is being said in the descriptive part but also what the plan is for the following session.

*Example: The trainee will study the metar decoding sheets to give the traffic proper information regarding different weather situations at the airport. The trainee should study the agreed levels between Stockholm and Sweden carefully. Mentor will give an oral progress check next time.*


Remember, we build confidence on what the student is doing correctly and we put that into focus. We should however not put any judgment into the reports. Rather than writing: You separated the

traffic well or perfectly, we should write that the traffic was separated according to the regulations or similar. It is important to keep in mind that during the training, we train and during the examination we assess. It is always hard to figure out "what is knowledge?" What knowledge is shown on a multiple choice test? What knowledge is shown in the simulator etc. Further, there's a huge difference between "You did almost everything correctly" and "You made some errors". Whatever you choose, it is important to tell what the trainee needs to improve and how this is to be done - what the next step is.

The training report template is available through our forums. The report is to be submitted within three days to local Chief of Training.