



Jacksonville ARTCC

Training Policy and Guidelines

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DOCUMENT INFORMATION

Purpose

This document establishes and provides the formal rules, regulations, procedures and guidelines which govern training operations within the Jacksonville ARTCC. The primary objective of the training department is to train and qualify students to actively participate as a controller on the VATSIM network. The training department shall seek to train and qualify competent controllers as efficiently as is practical. The ZJX training syllabus should act as a guidance for instructional staff to ensure students have all the required knowledge and references to be competent controllers.

Distribution

This order is distributed to all Jacksonville ARTCC personnel.

Responsibility

The Training Administrator or their designee shall be responsible for the maintenance of this document and any policies that deviate from it.

Updates and Changes

The Training Administrator or their designee may post interim changes to this document in the form of notices via the ZJX website. Controllers are requested to check for any notices prior to controlling for changes in procedures.

Cancellation

This document cancels any relevant procedures or agreements previous to this one, beginning on the date of effectiveness of this document.

TABLE OF REVISIONS

DATE	REVISION	EDITOR/VERSION
02/05/2019	Initial Release	Stephen O'Hara/ ZJX-1002.A
06/19/2019	New Observer Guidelines Revised, Request Training Section Added, Training Expectations Added	Peter Shivery/ ZJX-1002.B
08/02/2020	Added training at other fields than designated training field, revised Solo Validations and Major Endorsements, Observer Guidelines revised, clarification of training staff duties and requirements, closure of ZJX GRP loophole.	Steven Cho/ ZJX-1002.C
9/01/2020	Outline of disciplinary actions for training session no shows.	Steven Cho/ ZJX-1002.D

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ZJX TRAINING POLICY AND GUIDELINES

1.1 Syllabus

1. Jacksonville ARTCC's Training Program shall follow the approved [ZJX Training Syllabus](#).
2. The syllabus shall outline competencies and content needed for each rating, certification, and validation.

1.2 Requesting Training

1. Students shall request training through the [ZJX Setmore](#).
2. Training sessions shall be requested at least 24 hours in advance.
3. Training sessions shall not be cancelled within 24 hours of a scheduled session.
4. Only one training session shall be scheduled per student at any given time.
5. Students shall, to the best of their ability, coordinate with their instructors if they cannot meet their scheduled training sessions. In the event that a student repeatedly no-shows without prior coordination, the disciplinary action, as outlined in Section 1.3, will follow.

1.3 Training No-Show Policy

1. Disciplinary action for no-shows will follow a 3-strike system:
 - a. Upon the first no-show, the student shall be warned via email by the training staff member conducting the session.
 - b. Upon the second no-show, the student shall be warned via email by either the Training Administrator or the Assistant Training administrator, and advised of the actions that will be taken upon the third no-show.
 - c. Upon the third no-show and any subsequent no-shows, a one week hold shall be placed on the student's account, during which the student will not be allowed to book any training sessions regardless of date. This hold shall be in place for seven (7) days starting from the **END TIME** of the training session that the student did not show for. The student shall be notified of all holds and their end times via email by either the Training Administrator or the Assistant Training Administrator.
 - d. No-shows shall be tracked on the student's training log, with the note noting the date of the missed session.

1.4 Training Expectations

1. Students and training staff shall remain courteous, professional, and respectful throughout an entire session, following ZJX-1001 ZJX Code of Conduct.
2. Students should come prepared to each training session with questions after reviewing relevant assignments, CBT modules, policies, and documents prior to the session.
3. Students shall follow the training flow as outlined in the [ZJX Training Flow Charts](#), except as approved by the TA.

1.5 Designated Training Field

1. The designated training field shall be Jacksonville International Airport (KJAX).
 - a. Other minor airports can be used for training to facilitate proper usage of the general procedures or specific competencies difficult to practice at KJAX.
2. Full training at other fields must be approved by the Training Administrator.
3. Students with the minimum competencies outlined in the [ZJX Training Syllabus](#) may be issued a temporary Controller Trainee Solo Endorsement at the designated training field.
 - a. See Section 1.5 for more information on Controller Trainee Solo Endorsements.

1.5 Controller Trainee Solo Validations

1. Controller Trainee Solo Validations allow students to control a specified position during the course of their training and have a maximum duration of 30 days.
 - a. Controller Trainee Solo Validations may be authorized only by ZJX Instructors. Mentors, however, can recommend students for a Solo Validation.
 - b. At the end of the 30 days, or sooner if deemed fit by a member of training staff, the student shall be reviewed for an Over the Shoulder (OTS) exam.
 - c. At the discretion of the Training Administrator, a Controller Trainee Solo Validation may **only once** be extended for another 30 days.
2. Controller Trainee Solo Validations shall restrict a controller to not control during published event times.

3. Controller Trainee Solo Validations are valid only for the airport at which they are issued.
4. Tower Trainee Solo Validations shall be recorded on the ZJX controller roster.
5. Approach and Center Trainee Solo Validations shall be recorded on the ZJX controller roster and on the VATUSA website.

1.6 Designated Airspace Endorsement

1. Designated airspace endorsements (major endorsements) shall be issued in accordance with the VATSIM Global Ratings Policy (GRP).
 - a. Major endorsement criteria and requirements are outlined in the [ZJX Training Syllabus](#).
2. The following air traffic control facilities are classified as designated airspace per the VATSIM Global Ratings Policy:
 - a. Orlando International Airport (KMCO) ATCT
 - b. Central Florida (F11) TRACON
3. Except as approved by the TA, all controllers holding a rating of C1 or above shall be required to complete a GRP competency checkout with an approved ZJX instructor prior to being allowed to exercise controlling permissions associated with the C1 rating in the ARTCC.
4. Designated airspace endorsements can be issued by ZJX instructors and mentors, and shall be recorded on the ZJX Controller Roster.

1.7 Major Airport Solo Validations

1. Students with the minimum competencies outlined in the [ZJX Training Syllabus](#) may be issued a Major Airport Solo Validation for the F11 TRACON, KMCO Tower, or KMCO Ground.
2. Major Airport Solo Validations may only be issued by ZJX instructors. Mentors, however, can recommend students for a Major Airport Solo Validation.
3. Major Airport Solo Validations have a maximum duration of 30 days.
 - a. At the end of the 30 days, or sooner if deemed fit by a member of training staff, the student shall be reviewed for an OTS exam.
 - b. Upon the discretion of the Training Administrator, a Major Airport Solo Validation can be extended once for another 30 days.
4. Major Airport Solo Validations shall restrict a controller to not control during published event times.

1.8 En Route Solo Validations

1. Students who hold a rating of S3 with a F11 TRACON major endorsement, nearing completion of their C1 training, may be issued an En Route Solo Validation by a ZJX instructor.
2. En Route Solo Validations have a maximum duration of 30 days.
 - a. At the end of the 30 days, or sooner if deemed fit by a member of training staff, the student shall be reviewed for an OTS exam.
 - b. Upon the discretion of the Training Administrator, an En Route Solo Validation can be extended for another 30 days.
3. En Route Solo Validations shall restrict a controller from controlling during published event times except as approved by the TA **AND** EC.

1.9 OTS Examinations

1. OTS exams may be recommended by ZJX mentors, but must be administered by ZJX instructors.
2. OTS exams shall either be completed on either the Sweatbox server or the live network.
3. Network OTS exams should be limited to times when you can guarantee proper traffic loads to ensure competencies are checked.
 - a. Whenever possible, the examining instructor should request a broadcast message from a supervisor to encourage potential pilots to assist in the examination.
 - b. During ATCT OTS exams, a student should control the cab positions top-down.
 - c. During TRACON OTS exams, the student shall, at a minimum, control all TRACON positions top-down but must control cab positions as needed.
 - d. During Center OTS exams, the student shall, at a minimum, control all center positions top-down but must control all of ZJX airspace (including TRACONS and local positions) as needed.

1.10 Observer Guidelines

1. A new observer shall be awarded the S1 rating when a ZJX mentor or instructor feels that the student is competent to control on the network (both Delivery and Ground position) by observing them demonstrating appropriate competencies through a training session.
 - a. A student must meet the required standards for Delivery/Ground certification as outlined in VATUSA Job Order 3120.4 (Division Training Policy).

- b. In case of a mentor being the person recommending an observer student for the S1 rating, an Instructor shall be notified about it in order to process the rating.
 - c. Every Instructor, while processing an S1 promotion, has to file 3110.25A form (Delivery and Ground Certification Statement) and upload it on the ZJX website.
2. No OTS is to be administered for the awarding of the S1 rating or minor delivery/ground.
3. ZJX instructors shall endorse S1 students to work all ATCT positions, with restrictions at the designated training field, as soon as they are determined to be competent, per the [ZJX Training Syllabus](#).

1.11 Training Staff

1. ZJX Instructors duties include, but are not limited to:
 - a. Performing OTS exams
 - b. Awarding rating promotions
 - c. Conducting en-route training
 - d. Conducting advanced training
 - e. Issuing Solo Validations and Designated Airspace Endorsements
2. ZJX Mentors duties include, but are not limited to:
 - a. Conducting regular training with students
 - b. Recommending students for S1 rating, OTS exams, major endorsements, and solo validations.
3. ZJX Mentors are allowed to conduct training up to and including one level below their current certification status, or as otherwise decided by the TA. For example, a major tower certified mentor, can conduct training up to and including minor tower, while a minor approach certified mentors, can conduct training up to and including major tower.
4. Only Instructors can conduct en-route training except as approved by the TA.
5. In order to remain active as a ZJX Instructor or Mentor, at least one training session, for a total of 60 minutes (1 hour), must be conducted every calendar month.
6. Other duties of training staff are described in ZJX-1000 (Facility Administrative Policy), sections 4.2.3 and 4.2.4 as limited by VATUSA Job Order 3120.4 (Division Training Policy).
7. When the duties of a training staff position appear to be unclear, the Training Administrator shall provide the appropriate definition.