



# 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 fields other than the designated training field, revised Solo Validations and Major Endorsements, and Observer Guidelines revised. Clarification of training staff duties and requirements, and 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
8/15/2021	Training Staff hiring process and Mentor in Training Program Training Waitlist Program	Steven Cho/ ZJX-1002.E
10/01/2021	Revision of visiting controller acceptance requirements.	Steven Cho/ ZJX-1002.F

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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 must be a member of the ZJX ARTCC, either as a home controller or a visiting controller, to request training.
2. To request training, students must submit the [ZJX Training Request form](#). Separate training queues exist for each level of training, populated automatically by the system on a first come, first served basis. After requesting training, students shall wait to be assigned to an available trainer, but are encouraged to observe active network positions and continue to self-study material.
  - a. Home controllers must have completed the appropriate VATUSA Academy course for their next rating prior to starting training. Enrollment in courses may be requested via [this form](#). Students may submit training requests prior to completion of the Academy course, but if the course has not been completed at the time an instructor becomes available, their assigned slot will be forfeit.
3. Once assigned to a trainer, students shall request training with their specific trainer through the [ZJX Setmore](#). **ONLY** students who have been assigned a trainer may book sessions via Setmore. All other sessions will be cancelled.
  - a. Students may, with approval from the TA, elect to remain at the top of the queue if they wish to wait for availability from a specific trainer. As soon as this trainer becomes available, their slot will be assigned.
4. Training sessions shall be scheduled at least 24 hours in advance. Sessions scheduled within 24 hours are not guaranteed.
5. Students shall not, to the best of their ability, cancel training sessions within 24 hours of the session. At the discretion of the trainer and the TA, sessions cancelled within 24 hours may be considered "no-shows", and will be handled according to section 1.3 of this policy.

6. Once assigned a trainer, students shall complete at least two (2) training sessions per calendar month, unless coordinated with the Training Administrator. Failure to meet this requirement will result in forfeiture of their training slot - the student will be required to submit a new request for training, placed at the bottom of the queue.
7. Students shall, to the best of their ability, coordinate with their trainer if they cannot meet for their scheduled training sessions. In the event that a student repeatedly no-shows without prior coordination or approval, the disciplinary actions outlined in Section 1.3 of this policy will follow.

### **1.3 Training No-Show Policy**

1. Disciplinary action for no-shows will follow the below system:
  - a. First No Show: Written Warning from the A/TA
  - b. Second No Show: Forfeiture of training slot.
  - c. Third No Show: Forfeiture of training slot and restricted from submitting new training requests without approval from the TA .

### **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.
  - a. If at any time a student is noncompliant with the ZJX or VATSIM Codes of Conduct, the trainer may elect to discontinue training and refer the student to the TA for consultation. This may result in reassignment to a different trainer, forfeiture of the student's training slot, or removal from the training program or facility.
2. Students should come prepared to each training session with questions after reviewing relevant assignments, 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. Training at other fields must be approved by the Training Administrator.
3. Students that meet 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 1.6 for more information on Controller Trainee Solo Endorsements.

## 1.6 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 not be valid 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 only 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.
5. A full certification, in lieu of a solo cert may be issued at the discretion of the training staff.

## 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 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 may 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 mentor can conduct training up to and including major tower (if they hold the certification themselves).
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.

## 1.12 Mentor and Instructor Appointment Procedures

1. The ZJX Training Staff may periodically open applications for Training Staff Positions. These will open on an as needed basis. Otherwise, interested individuals should reach out directly to the TA.
2. Individuals who wish to become a part of the ZJX ARTCC Training Staff (Mentor or Instructor) may be screened to determine controlling knowledge and abilities.

3. Individuals must hold at least an S2 rating with a Major Endorsement to be eligible for mentor roles. A rating of S3 or higher is preferred.
4. Mentor Appointment Procedures
  1. All new ZJX Training Staff shall undergo a mentor-in-training period.
  2. This period shall not exceed a period of sixty (60 days), extendable at the discretion of the TA.
  3. Entry into the Mentor-In-Training Program does not guarantee a Mentor position.
  4. During this period, the Mentor In Training (MIT) shall not be considered part of the training or facility staff.
  5. The MIT shall be required to:
    - a. Schedule a meeting with the A/TA or another designated individual for installation of all required training programs, which may include:
      - i. TWR Trainer
      - ii. ESKey
      - iii. Euroscope 3.1D
    - b. Shadow/Observe, for at least 2 sessions, another mentor/instructor teaching a course that the MIT will eventually teach. This includes any necessary preparation the mentor/instructor conducts in advance of the session.
    - c. Conduct, with A/TA observation, at least 6 Training Sessions. This includes reviews on the individual's performance and constructive feedback on improvement.
  6. Upon successful completion of the Mentor In Training Program, the MIT shall be reviewed by at least the TA, and if necessary, ZJX Senior Staff for consideration of full Mentor status.
  7. The MIT may be terminated from the program, at the discretion of the TA, if they are placed under any VATSIM/VATUSA/ZJX Disciplinary Policies.

### **1.13 Visiting Controller Requirements**

1. All visitors, except as defined below, accepted into ZJX ARTCC will be required to pass a GRP Check up to their held rating.
  - a. Visitors who passed all of the VATUSA Academy exams up to and including their current rating with at least a 90% shall not be required to undergo a GRP Check.

- b. Visitors who scored below 90% on any exam will be required to pass a GRP Check for that specific rating. (I.e, an S3 who passed their S1 and S2 exams with a 95%, but passed their S3 exam with an 85% shall be required to take only an S3 GRP check)
- c. ZJX Training and Senior Staff reserve the right to require a GRP Check from all visiting controllers, regardless of their exam scores.