



# Jacksonville ARTCC

## Peer Leader Training Program

<b>Document Number</b>	ZJX-PLTP
<b>Version</b>	A
<b>Effective Date</b>	10/1/2020

## **DOCUMENT INFORMATION**

### **Purpose**

- Assist new home and visiting members of ZJX to become acclimated to the ZJX environment, the ZJX family, and more generally to VATSIM as controllers
- Provide a singular point of contact for new participants to ask questions about ZJX activities, policies, and resources
- Allow Peer Leaders an opportunity to assume a greater role in ZJX functions while providing give-back to ZJX and the VATSIM community
- Enable ZJX Training Staff more time to devote to training members of the ARTCC and to conduct certification activities.

### **Distribution**

This order is distributed to all Jacksonville ARTCC personnel.

### **Responsibility**

The Facility Advisory Board and the Air Traffic Manager, or their designee shall be responsible for the maintenance of this document and any policies that deviate from it.

### **Updates and Changes**

The Facility Advisory Board and the Air Traffic Manager, 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
10/1/2020	Initial Release	Facility Advisory Board/ ZJX-PLTP.A

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## **PART 1. Peer Leaders**

### **1.1 General**

A Leader of the Peer Leader Program will be titled “Peer Leader” so as not to be confused with the ATC trainers, also known as “Leaders.” A Peer Leader will be responsible for assisting new/transfer members to ZJX. They will teach them the introduction of the ZJX Onboarding system (PART 2) and will help them feel situated and more comfortable within the ZJX ARTCC. The Leader's goal is to make a new controller feel that ZJX is their home ARTCC and that they are socially comfortable, rather than feeling that ZJX is just a place where they control.

### **1.2 Requirements**

1. Hold a Student 2 (S2) rating or above
2. Be in good standing on the VATSIM network
3. Be a home controller at the time of appointment
4. Have no significant disciplinary record
5. Have no history of unprofessional behavior
6. Be approved by the Facility Advisory Board

### **1.3 Responsibilities**

1. Be an active member of the community who is available to assist new members
2. Teach On Boarding lessons to observers
3. Be a point of contact to all peers that the Leader is responsible for, and be open and welcoming
4. Provide assistance to a new member when able

## **PART 2. On Boarding**

On Boarding is a program created by the Virtual Jacksonville ARTCC in order to introduce members to the ARTCC via CBTs and powerpoints. On Boarding takes a new observer member through the training to achieve their CI. As a Peer Leader, you will complete the first section of On Boarding with the student, which is defined below:

### **2.1 Welcome to ZJX**

1. The first step of the On Boarding Process is the *Welcome to ZJX* stage.
2. Leaders will:
  - a. Introduce what VATUSA is, the divisions of VATSIM, and what ZJX is.
  - b. Discuss important utilities used in ZJX, such as Setmore, Discord, and the ZJX Website.
  - c. Use the On Boarding slides and material to make new ZJX members feel comfortable within the community.

### **2.2 SOPs and Policies**

1. The second step of the On Boarding Process is the *SOPs and Policies* stage.
2. Leaders will:
  - a. Introduce the member to the ZJX Facility Administrative Policy, the VATSIM Code of Conduct, the ZJX Code of Conduct, and the ZJX Standard Operating Procedures and Letters of Agreement.
  - b. Explain and discuss with the member the importance of having these documents as guidelines during all online sessions.
  - c. Use the On Boarding slides and material to make new ZJX members feel comfortable within the community.

### **2.3 Scope Setup**

1. Once the above two steps are complete and the student is versed in both ZJX and VATSIM procedures and policies, an introduction to Virtual Radar Client (VRC) software begins. Completion of this step is designed to allow the student to immediately begin their S1 training with ZJX Training Staff.
2. The Scope Setup process will include:
  - a. Identifying online resources for VRC; i.e., software download link, documentation, user manual, and support forums.

- b. Identifying the specific ZJX files and their location on the ZJX web site, which are necessary to use VRC in the ARTCC environment.
  - c. Discussing how to incorporate Audio for VATSIM into a working copy of VRC and selecting appropriate frequencies.
  - d. Sequencing the student through establishing a functional copy of VRC on his/her computer.
3. Provide the student with sufficient additional information as may be required to develop some level of comfort with VRC prior to their first formal SI training session.

## **PART 3. Peer Leadership Training Program Timeline**

- Day 1: Leader is assigned the member and introduces themselves. Send some information regarding ZJX and OnBoarding.
- Day 5: Have a voice discussion with the new member, discuss ZJX, and work on the first assignment of OnBoarding. Be helpful, assist with any questions, and be a great friend.
- Day 10: Check if the member has scheduled any controller training if necessary. If not, follow up and try to get members to schedule training.
- Day 15: Voice and/or text conversation with the member to further create a bond/relationship with not only the leader but the ARTCC.
- Day 20: Checking in - Continue to grow the relationship between the member and the ARTCC. Attempt to schedule training with the member and a mentor/instructor if necessary.
- Day 25: Checking in - Continue to grow the relationship between the member and the ARTCC. Attempt to schedule training with the member and a mentor/instructor if necessary.
- Day 30: Checking in - Continue to grow the relationship between the member and the ARTCC. Attempt to schedule training with the member and a mentor/instructor if necessary.

- Day 35: Checking in - Continue to grow the relationship between the member and the ARTCC. Attempt to schedule training with the member and a mentor/instructor if necessary.
- Day 40: Final discussion, Quantitative Interview
- Day 45: Completion of the Peer Leadership Training Program with said member. You should have completed all requirements before the end of the 45 day period.