



## **Divisional Policy Board**

EFFECTIVE 01 MAR 2024



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# 1. Control Pages

## 1.1. Document Identification

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## 1.2. Revision Records

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01/2016	01/01/2016	Initial Document	Saad Belouafi
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02/2018	23/01/2019	Minor Edits	Maher Abaza
01/2020	27/08/2020	Major Edits, VATNAF merge	Chriss Klosowski
02/2020	20/10/2020	References changed from VATME and VATAME to VATMENA and VATEMEA	Sam Julnes
01/2021	15/03/2021	Minor Edits	Sam Julnes
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01/2024	01/03/2024	New Format, New Brand Changed all GRP references to GCAP Amended Sections 6.4, 5.6 & 5.2 in accordance with GCAP Minor Edits	Ismail Hassan



## 2. VATMENA Organization

**VATMENA, VATSIM Middle East & North Africa Division** is the leading organization covering the local VATSIM facilities based in the Middle East & North Africa which falls under **VATEMEA – Europe, Middle East & Africa region**.

This policy is the base guidelines & regulations for all entities within VATMENA. It is required for all VATMENA vACCs that are covered by VATMENA which are:

Algeria, Bahrain, Chad, Egypt, Eritrea, Ethiopia, Territory of Gaza, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Niger, Oman, Qatar, Saudi Arabia, Somalia, South Sudan, Sudan, Syria, Tunisia, United Arab Emirates and Yemen.

VATEMEA – Europe, Middle East & Africa is one of the regions that cover the VATSIM Network. The others are VATAMAS – Americas and VATAPAC – Asia Pacific. The three regions are managed by VATSIM Board of Governors (BoG) vice presidents.



## 3. Divisional Organization

VATME, which was founded in 2007, is responsible for the countries that were mentioned in Section 1. In August 2020, VATME merged with VATNAF becoming VATMENA

The main task of VATMENA is to create local organizations and bring communities together to bring realism to its finest within the Middle East. These organizations provide training for ATC, Events for Pilots and so on.

VATSIM is the highest entity that owns the virtual airspace of the network. By the Code of Regulations, the organization of the airspace has been delegated to the Regions on VATSIM, which then falls in the hands of the Divisions. All airspace within the area of VATMENA is under control of VATMENA.

### 3.1. Divisional Staff Structure

The VATSIM Middle East & North Africa Division has a staff structure which consists of different departments that maintain the services, policies, and regulations of the division.

### 3.2. Department Head Requirements

Due to the level of maturity required from divisional department heads, it is mandatory that they be over the age of **18** at the time of appointment. The divisional board may make exceptions to this on a case-by-case basis if deemed necessary.

Department head roles are defined as the following:

- Division Director
- Division ATC Training Director
- Division Operations Director
- Division Membership Director
- Division Marketing Director
- Division Technical Director

### 3.3. Divisional Director

The Divisional Director (VATMENA1) is appointed by the Europe, Middle East & Africa Regional Director (VATGOV4). He/she appoints a Divisional Deputy Director. The Divisional Director is the Lead of the VATMENA Board.

The VATMENA Board also represents local vACCs.

Furthermore, the task of the Divisional Director is to create and maintain the structure of the board as well as the departments. The Divisional Director can dismiss members from their staff position. The Divisional Director also assigns tasks to the Department Teams.



### 3.4. Divisional Teams

All entities of VATMENA are organized in departments. The Division consists of:

- ATC Training
- Marketing
- Membership
- Technical

All teams and members of the board work on a voluntary basis. None of the services is professional services and the members of the board work in their free time. Any sort of tasks/services may take a bit of time until they are processed.

#### 3.4.1. Teams in details

The Divisional Department teams take care of an area of interest, for example, the ATC Department will look over everything that has to do with ATC Training, Exams, Instructors etc. The departments work closely with vACC & Divisional levels to the best of their ability. A staff member can be part of different departments but can only hold one leadership position in a department.

### 3.5. Absence from Divisional Duties

In the absence of a member in the VATMENA Division Team, the deputy director of that department and/or team takes over the responsibilities of that staff member while they are absent. If there is no deputy the next higher instance takes the duty unless it has been adjusted by the Divisional Director.

In case a staff member is absent from meetings, he/she may ask another staff member to vote on their behalf. This needs to be addressed prior to meetings via e-mail.

### 3.6. Leaving Divisional Staff

If a VATMENA staff member intends to resign from his/her position, he/she shall e-mail the Divisional Director as well as the Deputy (If available). He/she shall also endeavor to ensure that a smooth transition takes place. Due to the time this takes to process, an early notice would be beneficial.

If the Divisional Director intends to resign, VATMENA Staff & the Vice President, Europe, Middle East, and Africa need to be informed in advance. It is the duty of VATEMEA to nominate a new Divisional Director. Meanwhile, during the time that the position is vacant, the Deputy Director will lead the Divisional Teams as the Acting Division Director in coordination with the Vice President, Europe, Middle East & Africa.

## 4. vACCs within VATMENA

Airspaces in VATSIM are handed to the VATSIM Regions, which is then handed over to the Divisions to organize their airspaces. To make the operations smoother in these areas VATMENA hand over parts of the airspaces to the local vACC.

vACC stands for **Virtual Area Control Center**.

Even though the name seems to focus more on the Air Traffic Control side of things, a vACC also spreads out information to VATSIM Pilots and Controller in the area.



#### 4.1. vACC Structure

A vACC in VATMENA combines all members in the area, even if they are local Air Traffic Controllers or pilots. On VATSIM, a vACC is every member's "virtual home". A vACC goal is to organize a local group of members and giving them a resident status.

##### **IMPORTANT:**

*When a new member decides to sign up for VATSIM, each member chooses the area he/she wants to be part of as a resident. This selection is up to the members' choice and does not have to be a member of real-world residency. However, if the member chooses to start ATC Training, they must choose their vACC wisely. During the training phase, several limitations may reduce the chance of a transfer.*

*VATMENA Consists of several vACCs representing nations in different areas. vACCs in VATMENA are NOT required to follow real-world organizations. On VATSIM, we try to fit the best organizational structure to simulate real-life general operations. A vACC is not allowed to represent political statements by its presence, communications, or habit.*

*A vACC is the organization serving specific virtual airspace. It provides both ATC and Pilot training to a local community. These areas, of course, are bound to real-world borders.*

*The creation of a new vACC in VATMENA needs the approval of the Divisional Directors. Members who wish to establish a new vACC should therefore first contact the Divisional Director.*

- A vACC gains official status once the Divisional Director, Deputy Director and the ATC Department Lead reach an agreement.
- A vACC can lose its official status if it does not meet the Divisions activity/performance requirements during a certain period. This is discussed with the VATMENA Board.

#### 4.2. Virtual Area Control Center

A Virtual Area Control Center is an official organization representing a local area within VATMENA.

#### 4.3. Tasks of a vACC

A vACC shall perform these roles:

- Create a local community for all VATSIM Members that are part of the vACC, including visiting controllers, and maintain it on the VATMENA infrastructure or the vACC(s) own local infrastructure.
- Setup and maintain all needed methods of communications to the local community.
- Bring new members to the community.
- Establish a vACC Staff team that can actively maintain the local community.
- Provide local Air Traffic Control Services.
- Provide ATC Training, including ATC competencies based on the regulations put in place by the Divisional ATC Department, including but not limited to the VATMENA ATC Training Policy (POL\_TRP).
- Provide & publish local information (i.e. charts) for pilots and software solutions for ATCs.
- Publish a list of qualified ATC members to control in the local area. This also includes positions defined in the VATSIM Global Controller Administration Policy (GCAP) that are considered "Designated Airspaces".
- Update the Divisional ATC Department on the progress of their ATC members.





- Organize and publish appropriate training material and information (i.e. SOPs). These materials need to be free of third-party rights (Copyright) or have the approval of the original author/publisher and maintained regularly to reflect real-world changes. Additionally, such materials shall always be made available to controllers and the division and shall not be destroyed.
- Organize staff meetings (required), at least one public meeting per annum.
- Organize events and publish them on myVATSIM.
- Collaborate closely with neighboring vACCs to improve services for members.
- Build a home and bond with virtual airlines that operate within the area.
- Communicate and update Divisional Board with the status of the vACC which should generally be sent via a report each quarter of the year.

#### 4.4. vACC Staff

For a vACC to run smoothly, it must set-up a team of staff to maintain the local area they are intending to open. The minimum requirements are:

- vACC Director & Deputy Director.
- vACC ATC Training Director (plus ATC Training Deputy Director if needed).
- A board capable of managing the tasks mentioned in §4.3.

#### 4.5. vACC Director & ATC Training Director

The director of a vACC and his/her ATC Training Director are privileged members. Both are responsible to the Division to fulfil the tasks mentioned in §4.3.

While the vACC Director can be appointed through a local election, the position always needs to be approved by VATMENA Director. To hold an election, the local organization needs to plan the election process.

If the nominated vACC Director is denied by the Division Director, the vACC needs to find another candidate. If that is not successful, VATMENA Director will then nominate a member as the acting vACC Director until a suitable candidate is found.

The ATC Training director is appointed/dismissed by the vACC Director.

#### 4.6. vACC Administrative Staff

The vACC Director appoints selected members to take on administration tasks such as:

- Operations
- Membership
- Events & Marketing
- Technical Services

Administrative vACC Staff shall fulfil all the requirements published by VATSIM rules and local rules. This is especially crucial with the General Data Protection Policy (GDPR) & Copyright Laws. It is the responsibility of the vACC to comply with local laws that lay within the vACC.

#### 4.7. vACC Minimum Staff Requirements

Staff members oversee crucial parts within the VATSIM Community, there are minimum requirements put in place for all management positions. The minimum ratings required for different positions in a vACC are mentioned below:



- vACC Director: C1 – Enroute Controller
- vACC ATC Training Director: C1 – Enroute Controller
- It is expected from the vACC Training Director to pass the Instructor Theory Exam which leads to the I1 – Instructor rating.

There is no requirement to hold an ATC rating for other staff positions. However, the applicant and staff member's competencies stand on the network are taken into consideration, depending on the position in question.

#### 4.8. Department Head Requirements

As with division staff, vACC department heads are required to be at least 17 years of age at the time of appointment.

Department heads roles are defined as the following:

- vACC Director
- vACC ATC Training Director
- vACC Operations Director
- vACC Membership Director
- vACC Marketing Director
- vACC Technical Director

#### 4.9. Staff Working Ethics

Every staff member working for a voluntary network such as VATSIM must be aware that they are willing to invest their time into our hobby and his/her duties. Depending on the specific position, an investment of around 5 hours a week is required.

To fill this requirement, it is required to log onto the network, log and update your work and or communicate with your colleagues.

#### 4.10. Data Protection

Beyond the data required to perform the duties of a staff member, no further data is collected. In this regard, staff members have no extra rights as those granted by VATSIM, VATEMEA, VATMENA and those according to the local laws of the country the staff member lives in. All collected data is strictly stored for the working process stated in the roles of the staff positions. In case the member resigns, the member must hand over all data collected to the successor or to the next highest position.

#### 4.11. Communications to Divisional

vACCs must file quarterly reports to VATMENA. These reports do not have to be formal. They should inform VATMENA on what is happening in the vACC, problems they are facing, and/or achievements. The report shall include the progress within the vACC training sections. These reports will be exchanged between the vACC and VATME and will be partly embedded in the reports provided to VATEMEA/VATSIM. The general deadline for these reports is generally 1-2 weeks before the end of the quarter. Additionally, vACC staff members must share and send all updated vACC-related files such as resources, sector files and relevant records to the VATMENA division – either periodically, or when requested by VATMENA divisional staff. Additionally, when a file, resource or record is updated, the updated file, resource or record in question should be sent to the VATMENA division for recordkeeping.



If the vACC does not meet the deadlines mentioned, a vACC Director can ask VATMENA to extend the deadline. If the reports are not delivered on time, VATMENA has the right to take further actions to get the information that is required.

Changes in staff members, contact data, and emails need to be informed to VATMENA Staff as soon as possible. It is crucial that we have the most up-to-date communication lines. If a vACC is not contactable with the data provided, VATMENA will consider it “Closed” and it shall become Open Airspace.

#### 4.12. vACC Language

vACC shall generally communicate in their native language to their members, however they should be able to communicate with all members. vACC communications, information and all other documents should be available in English as it is VATSIM's official language. Staff members must have sufficient knowledge of the English Language.

Even though the official language used on VATSIM is English, ATC Training, Pilot Training can also be organized in the native language of the area. This includes familiarities sessions for controllers although as mentioned previously they should be available in English as well. No trainee can expect to be trained in the vACC native language.

Every vACC needs to inform trainees and new members on which language they can expect to be trained in.

#### 4.13. vACC Policies

A vACC is required to adapt and agree upon policies established within the Division. Though, vACCs should create an internal/constitutional policy which consists of:

- How vACC staff are nominated, dismissed, or replaced.
- Information about the setup and structure of the vACC.
- The local rules, rights, and obligations that apply to pilots and ATC.
- Any disclaimers required under the European Data Protection Acts.

A vACC policy always must abide by any superior codes and principles as stated at VATSIM.net.

#### 4.14. vACC Policies Activation & Revision

A vACC Policy with any changes made to it needs to be approved by the VATMENA Divisional Director. The policy is to be created and maintained on the vACCs local infrastructure.

Not to cause any confusion, local language versions are encouraged. However, an English version will override it and be the official version.

#### 4.15. vACC Members

Any VATSIM member, whether he/she is a pilot, or a controller has the right and should be encouraged to become a resident of a vACC. Usually, it is the vACC where he/she resides. A member can only choose one vACC as their “residency” on VATSIM. Once the member joins, they have the full right of a vACC member.

#### 4.16. vACC Active Members

While a member is in the process of the activation of his membership, he will be notified of the completion of this process via the VATMENA helpdesk system. Each new member will get notified of the structure of the vACC and its policies within their vACC on their vACC assignment message.



A vACC member shall be informed about upcoming meetings, events, technical and administrative changes. For that, the vACC must maintain a newsletter with information that should be shared within their community.

#### 4.17. vACC ATC Resident Members

An ATC member of a vACC is a VATSIM member holding an appropriate rating to be able to provide ATC services and having the local knowledge needed for the airspace they wish to control in.

A VATSIM Member with an appropriate ATC rating may become an active ATC in a vACC by showing their knowledge and skills in either training or mentoring sessions. The rating progression guide is available in the Divisional ATC training policy as well as the minimum requirements, as per the Global Controller Administration Policy (GCAP). He/she can request training sessions to gain this status.

A vACC has the right to change the status of a controller to “inactive” according to their vACC policy. They can also deny a member to provide ATC services within their airspace until necessary procedures are completed to grant his/her ATC status again. It is the controller’s responsibility to fulfil the vACC requirements and to communicate with them to regain the “active” status.

A list of active controllers must be published by each vACC using their own infrastructure including the positions they can control. A vACC may display pilots or general members list in their rosters, rosters must always be up to date and maintained.

#### 4.18. vACC ATC Visiting Members

Any VATSIM member with an S2 rating minimum wishing to provide ATC services in other vACCs within the Middle East & North Africa may be authorized by the local vACC as a “Visiting Controller”. This status can be achieved with at least an S2 – Tower Controller rating. A vACC reserves the right to ask the member's local vACC for a recommendation letter from the member's ATC Training Director. A visiting controller has the right to be listed on the vACC active roster.

After the application of the member has been processed, the member shall have 30 days to have an introductory session. If the vACC fails to provide that within 30 days, the vACC director must clearly state the reason behind the delay of processing his application. If the vACC does not provide any means of ATC training, VATMENA has the right to be involved in the matter.

All transfers from another Region or Division are subject to the VATSIM Transfer & Visiting Controller policy found at <https://www.vatsim.net>.

## 5. Airspace within Middle East & North Africa

By VATSIM and VATEMEA structures, the virtual airspace of VATMENA covers the area of countries that were mentioned in Section 1.

### 5.1. Airspace Top-Down Service

All stations that perform top-down services: Enroute Control & Approach/Departure stations that are covering lower areas unless they are covered by local aerodrome stations.

### 5.2. Flight Service Stations

Flight Service Station (FSS) are excluded from the top-down service, an FSS covers from FL245 to its control ceiling. In VATMENA, the flight service stations are displayed with the callsign \_FSS.



These positions are designated as “Super Center(s)” in compliance with the Global Controller Administration Policy (GCAP).

All stations designated as flight service station within VATMENA provide full radar services in airspaces that provide it and procedural services in certain areas.

The \_FSS suffix is designated to East Africa Control (AFRE\_FSS), North Africa Control (AFRN\_FSS) and Gulf Control (GULF\_FSS).

For more details refer to the Africa Control & Gulf Control Standard Operating Procedures for more details.

### 5.3. Military Activities

Military Flights in VATMENA are allowed if they:

- Do not cause conflict with civilian aircraft.
- Are not simulating combat missions and/or training.
- Do not simulate political matters in sensitive areas within VATMENA.
- Do not project a political message by their activity.
- Follow standard VFR or IFR rules.
- Abide by the controller’s instructions (if online) in the local area.
- Follow the VATSIM Special Operations Administration (VSOA) Policy as stated at [www.vatsim.net](http://www.vatsim.net)

Simulation of combat operations over local areas that are not in line within the VSOA policy, or if the vACC is not notified about the operation then it is strictly forbidden.

ATC should request the purpose of the flight's mission. If the response from the flight leader is not valid within the rules stated above or not in compliance with the VSOA policy then the records should be taken such as VATSIM ID, Radar Client Screenshots, Callsign, Date/Time etc...) and be reported to a Supervisor on the network for further investigation.

Further regulations can be found at <https://www.vatsim.net>.

### 5.4. Politically Sensitive Areas (PSA)

Due to some conflicts that might happen in the real world, airspace in VATMENA can be declared as PSA Zones. PSA Zones are published in our policies and websites.

All members that are flying from, to or through Politically Sensitive Areas (PSA) must comply with the following:

- File a valid flight plan that follows the VATSIM Standards
- Follow the procedures that have been put in place by VATMENA for specific airspaces that are affected.

VATMENA may publish Letter of Agreements (LoA) for Politically Sensitive Areas (PSA) between neighboring vACCs.

### 5.5. ATC Responsibilities

Controllers in VATMENA should note that in some areas traffic is dense. Also, note that VATSIM is a learning environment, therefore, please take note of these things:

- The controller should be prepared before logging on (i.e. checking the weather, headset...).



- Be friendly and respectful to pilots.
- Think before speaking, be active while connected.
- If you booked a position, see it as your commitment.
- Be informed of any airspace/procedure changes.
- Know where to find accurate charts for your needs.
- 

## 5.6. Flight Service Stations

VATMENA has various established UIRs (Upper Information Region) positions, such as Gulf Control and Africa Control. These positions cover defined regions in the airspace between FL245 to FL660. These FSS are designated as Special Centers in compliance with the Global Controller Administration Policy (GCAP).

*Further details on established flight service stations can be found on the Flight Service Station Policy.*

## 5.7. ATC General Regulations

As per VATSIM Code of Conduct section C5, non-event and non-booked ATC positions are occupied on a “first come” basis. VATMENA vACCs may establish internal booking systems that connects to the global VATSIM bookings API.

# 6. ATC Regulations

While pilots do not generally have restrictions, ATC activities are restricted depending on multiple regulations. The reason for this is simple: Untrained controllers simply cannot handle traffic properly with local procedures in addition to ruining the experience of people flying in an area.

To control and maintain proper controllers, vACCs have to maintain a list of controllers who are allowed to open up specific stations inside their vACC according to their ratings and local knowledge on the vACCs local infrastructure. All ATCs in VATMENA fall under the VATSIM Global Controller Administration Policy (GCAP).

## 6.1. General Requirements

ATC training in VATMENA is followed by the policies put in place by VATMENA, stated from different documents. The ATC rating requirements are generally guided by the VATSIM Global Controller Administration Policy (GCAP). Local vACC can set up their own policies that follow the GRP and VATMENA requirements. Local ATC Policies must be approved by VATMENA ATC Department.

- VATMENA grants and operates the ATC training for members of VATMENA. Members need to be a resident of a vACC. Training takes place in the members vACC.
- ATC Ratings reflects the capability of a member to man an ATC position. Without a rating, a VATSIM member cannot give ATC services.
- ATC Rating upgrades follow successfully completed training session(s). Each session may differ depending on the local vACC procedures. Training sessions shall be logged by mentors and the vACC ATC training department, as with the overall student training progress. It is generally completed with theoretical exams and a controller practical examination. This excludes the first rating (S1) for which only theoretical exam is mandatory.
- Theory Exams are hosted by VATMENA. Theory exams are required to be assigned to every member training for their next rating. The divisional exams must be assigned at a minimum.
- Once the training phase has been completed the local vACC ATC Department will send an exam report along with a rating upgrade request to VATMENA ATC Training staff.



## 6.2. Examination Regulations

For further information regarding ATC regulations please see the following VATMENA Examination Policy.

## 6.3. Controller Feedback

In order for the division to maintain a high-quality ATC service, a VATMENA ATC Feedback form is available for pilots to submit their feedback on ATC experience, which allows users of the network to keep the staff teams informed of their experience with controllers and any improvements to make their experience better. The link for the ATC Feedback page is obligatory to be included in all events descriptions, as well as the info lines in the sector files of every vACC in VATMENA: <https://vats.im/mena-feedback>.

VATMENA will consider ATC Feedback a serious representative of the controller's competence and will forward all positive feedback and praise to the controller in question and their respective vACC where the feedback was submitted, and will investigate every case individually and act where necessary to maintain a good ATC standard across the division.

## 6.4. Controller Rating Competencies

For the respective competencies for each rating see the Global Controller Administration Policy (GCAP), Appendix A. The following rating and description are an extract from GCAP.

### 6.4.1. Developing Controller (S1)

This rating includes DEL and GND control services established within an airport/aerodrome.

### 6.4.2. Aerodrome Controller (S2)

This rating includes airport TWR control services. Tower positions that provide Procedural Approach services need an S3 rating.

### 6.4.3. Terminal Controller (S3)

This rating includes APP and DEP control services established within a airport/area.

### 6.4.4. Enroute Controller (C1)

This rating is for all Enroute CTR sectors. Both radar and non-radar control services.

### 6.4.5. Senior Controller (C3)

The Senior Controller (C3) rating may be awarded to a controller already certified to provide the six (6) standard VATSIM controller services as described above AND who also provides other services not related to a control role covered by the ratings for DEL, GND, TWR, APP, DEP or CTR. The rating of Senior Controller (C3) may be awarded by any VATSIM member to give recognition of seniority, performance, or any additional role beyond that of a normal Controller (C1) as determined by the local Region/Division.

The C3 rating has the following requirements put in place by VATMENA:

- Must be C1 rated for at least one year.
- Must have completed 500 hours as a C1 or any instructor ratings they may hold on to any ATC position.
- Must have served 50 hours as active ATC within the last 6 months.
- Be in good standing within the VATMENA Division.
- Pass the VATMENA Senior Controller Practical Test (CPT).



- Demonstrate good knowledge of ATC procedures and the appropriate practical controlling skillset.
- Demonstrate good command of the English language, both written and spoken.
- Is recommended for the promotion by either:
  - Their vACC Director and ATC Training Director or
  - The VATMENA Divisional ATC Training Director.

The Controller Practical Test (CPT) for the C3 rating will focus on:

- Ability to service multiple airports/positions
- Ability to handle IFR & VFR flights sharing the same airspace
- Ability to handle abnormal situations
- Steady and organized traffic-flow
- Traffic awareness
- Keeping “The Big Picture”
- Ability to coordinate with adjacent controllers
- Ability to use correct phraseology in English

Further information on C3 examination is available on the VATMENA *Controller Practical Examination policy*.