

Jordan vACC Policy

All Rights Reserved to the Jordanian FIR on the VATSIM NETWORK

For Flight Simulation Use only

Document Details:

| | |
|--------------------------|--------------------------|
| Document Type: | Jordan vACC Policy |
| Revision | v1.3 |
| Issue and Effective Date | 4 February 2023 |
| Prepared By: | Nadeem Zabaneh – ACCJO4 |
| Reviewed By: | Mustafa Al-Amin – ACCJO1 |
| Next Review Date: | 4 February 2024 |

Document Version:

| Document Version | Date of Document | Version Details | Author of Version |
|----------------------|------------------|------------------------|-------------------------|
| V1.0 | 23 July 2020 | Initial Release | Maher Abaza |
| V1.1 | February 2021 | 2021 Update and Review | Nadeem Zabaneh – ACCJO4 |
| V1.2 | November 2021 | 2021 EOY Review | Nadeem Zabaneh – ACCJO4 |
| V1.3 (This Document) | February 2023 | 2023 Review | Nadeem Zabaneh – ACCJO4 |

Note:

The Jordan VACC would like to thank all previous members who contributed to preparing and drafting the previous vACC documents and manuals. This document may include some of the previous details from previous versions.

This document is intended for Flight Simulation use only on the VATSIM Network – Jordan vACC.

1. Membership in JOvACC

A. JOvACC staff will insure to have a first-class operation within Jordan vACC, by managing members, providing the needed training for ATC Controllers and pilots, creating events and ensure a consistent online network presence within the Jordanian airspace.

B. JOvACC staff shall conduct meetings (either online or in-person), to discuss the challenges and to participate in the decision-making process and improvement development of Jordan vACC policies and procedures.

1.1. vACC Membership

A. vACC Membership begins on the Jordan vACC Discord Sever.

B. Members must be a member of the VATEMEA Region, and the VATSIM Middle East and North Africa Division to enroll in the Jordan vACC. Upon joining the Jordan vACC Discord Sever and logging into the server, members will be able to select Jordan as their home vACC by sending a message to the vACC staff.

C. If a member of another VATMENA vACC wishes to join Jordan vACC, an appropriate transfer request must be sent to the VATMENA Division Director. If the member is transferring from another division, a separate email request must be sent to VATEMEA Regional Staff if the member is transferring from a member divisional vACC's.

D. Throughout membership, whether it be Visiting Membership or Resident Membership, the use of the Jordan vACC Discord Server shall be mandatory for all vACC related matters.

1.2. Termination of vACC Membership

A. vACC membership is terminated by a member's resignation or exclusion from the vACC or as soon as a member's VATSIM membership has ended according to GDPR policy.

B. A member's resignation becomes effective with reception of the member's notice of resignation by the vACC Staff. The declaration has to be made in writing. Moreover, a member may be excluded from the vACC by a DCRM decision if the member has severely or persistently violated the vACC's policies, the VATSIM Code of Conduct, and/or the VATSIM Code of Regulations where applicable. VATSIM membership remains unaffected.

C. The affected member must be heard before the decision is made, and the DCRM must follow all established procedures authorized by VATSIM. The member must be informed of the decision in writing. Moreover, the member has the right to appeal the decision to the RCRP.

1.3. Rights & Obligations of a Member

A. vACC members have the right to use vACC services within the limits of the approved vACC Policy and the VATSIM Code of Conduct. All members must show mutual consideration, professionalism, and respect for one other. Members must not act in any way that inhibits, prevents, or otherwise deteriorates another member's right to use vACC and/or VATSIM services.

B. By participating in vACC events, using vACC services, and/or becoming a member of JOvACC, the member agrees to this provision as well as the rules of JOvACC. Moreover, by joining JOvACC, the member agrees to be contacted by the vACC via email of notices, events, and alerts relevant to their membership. Lastly, a member's right to staff air traffic positions in JOvACC is governed by the vACC staff and ATC Training department.

C. A member may operate an air traffic control position if and only if they have the appropriate air traffic control certification and if and only if they have familiarized themselves with the local procedures of the position by way of a mentoring session. Any VATSIM wide rule regarding air traffic control ratings shall apply in full. Where there is an explicit conflict, the VATSIM rules

shall apply, unless an exception is granted. Where granted, the exception shall be clearly visible, and members shall be informed in writing of the exception and its application.

D. A member may be excluded from the use of all or some of the vACC services for a period of up to one month by a single vACC Staff Member, or their deputies, if the member has violated VATSIM or vACC rules on a repeated basis. Where practical, the member shall be heard before any decision is made. The member has the right to lodge a complaint against the decision to the DCRM.

1.4. Visiting Membership

A. Visiting Members of JOvACC are defined as VATSIM members, in good standing, who are not resident members of JOvACC, and who wish to conduct air traffic control services in Jordanian airspace. Their rights are only limited to the conducting of said services and nothing more. Visiting status may be withdrawn partly or completely by staff decision at any time. There is no right of appeal.

B. To be a visiting controller, a minimum permanent rating of S2 with a minimum of 80 Hours in your home vACC, a visiting member must sit for all the required written exams and pass an online sweatbox OTS check which will be conducted by way of a mentoring session to verify that the Visiting Member has the appropriate skills for the position.

A minimum amount of **6** hours of ATC services per quarter (3 months) must be achieved by the Visiting controller in order to remain as a visitor member in Jordan vACC.

C. Visiting Membership applications can be opened or closed at any time as resources permit.

D. Moreover, Visiting Members must additionally comply with the VATSIM Middle East Division and VATSIM North Africa & Middle East Region policies pertaining to Visiting Members.

1.5. Active and Inactive Membership

A. Visiting Members who are not able to staff any approved air traffic control position for more than six months may have their approvals withdrawn. Moreover, vACC Staff may, at their discretion, terminate the visiting members' status. If approvals are withdrawn, the member is required to schedule a mentoring session to ensure adequate and current knowledge of all procedures.

B. Resident Members who have a controller rating of S1 or higher, who are found to be inactive for more than six months, may have their approvals withdrawn. Moreover, vACC Staff may, at their discretion, terminate the resident members' status. Members found to violate the VATSIM Visiting, and Transfer Policy will be removed from the vACC roster. Residents are suggested to complete no less than 10 hours per quarter as a minimum.

C. Regular checks are made every quarter to ensure the roster's currency, reflecting members' status within Jordan vACC. The checks are made on the following periods:

- i. First quarter: January 1st to March 31st.
- ii. Second quarter: April 1st to June 30th.
- iii. Third quarter: July 1st to September 30th.
- iv. Fourth quarter: October 1st to December 31st.

D. Should a member be removed as a Visiting Member from the vACC roster for inactivity, a minimum period of 1 quarter, starting from the quarter in which the membership was revoked, must be met before being able to submit a brand-new request.

1.6. Pilot Membership

By virtue of joining JOvACC and being a good standing member of the VATSIM Network, all members shall be considered Pilot Members in addition to any air traffic rating that they may have. Pilot Members are encouraged to remain up to date with the latest airspace procedures and exercise good judgment when following air traffic control instructions.

2. Air Traffic Control

A. All air traffic control training shall be conducted on a first come first serve basis. Members shall use the Jordan vACC Discord Server to schedule mentoring sessions, take exams, and review mentoring notes as per staff instructions. Priority shall be given to Resident Members. Visiting Members shall not be allowed to conduct any Air Traffic Control Training within the vACC unless approved by the ATC Training Director. Visiting and Resident Members acknowledge and understand that ATC Training is done with limited resources and while all care is taken to ensure training is done within a reasonable time, patience will be required.

B. The Policies of the VATSIM Middle East Division shall also apply in full. Where there is a conflict between this policy and the VATSIM Middle East Division Policy, the VATSIM Middle East Division Policy shall apply unless this policy specifically overrides the latter.

2.1. Global Rating Policy

A. The VATSIM Executive Committee has established the Global Ratings Policy (GRP). This can be found on the VATSIM Executive Committee policies page.

B. All Divisions must abide by the GRP in their ATC training, assessment, and rating award procedures. The policy includes annexes with minimum ATC competencies set for all of VATSIM and Designated airports and airspace which require extra endorsements in order to provide ATC services.

C. All Divisions should ensure vACC/FIR websites list endorsed controllers for their designated airports & airspace in the event network supervisors need to refer to it. Local rules as specified in GRP should not be more restrictive than these set within GRP.

2.2. Training Process

A. Any member wishing to receive ATC training shall contact the vACC staff via the Jordan vACC Discord Server to arrange for his/her training. ATC training is subject to all relevant rules determined by the Jordan vACC Team, VATSIM Network and the VATMENA Division. Training shall be provided to home members only and on a first-come first-served basis.

B. Training consists of two phases: theoretical and practical. They are conducted via the Jordan vACC Discord server. Upon completing the theoretical phase satisfactorily, the practical phase is carried out using the VATSIM Sweatbox server and/or online with active traffic depending on the skill level of the candidate.

C. For ATC rating upgrades, the candidate must:

- For S2 ratings and higher, Pass a theoretical exam and a practical exam (CPT)
- For S1 Ratings, the student must complete an intensive theoretical and practical course and pass the appropriate local level written exam with a score of 80% or greater.

Theoretical exams are to be assigned via the Jordan vACC Discord Server and practical exams are arranged at times suitable to both the candidate and the instructor and is usually in the form of a pre-advertised online event.

D. At the present time, this vACC does not provide any pilot training. Members wishing to receive such training are welcome to join any VATSIM ATO to train and obtain pilot ratings.

E. Members who receive a rating upgrade withing the Jordan vACC must complete a minimum of 200 hours on the awarded rating before applying for a transfer out of the vACC with a letter of recommendation to the transferring vACC.

2.3. Conflict Resolution

Should any conflicts or disputes arise, Members are required to contact the vACC Director and attempt to resolve the matter informally. Should the conflict continue, the vACC Director shall notify the Division Director and/or the DCRM at their discretion to attempt to resolve the matter. If resolution cannot be done informally, the DCRM may open an investigation to determine what, if any, violations occurred and follow established VATSIM procedures to resolve the dispute.

3. Discord Usage

The use of the VATMENA and JOvACC Discord Server is a privilege, not a right. All members shall treat one another with respect and courtesy while on the Discord Server. When conducting ATC Services, Members must log on to the Discord Server in order to facilitate coordination between other facilities. Discord privileges may be revoked at any time for any reason by the VATMENA Region Staff or the vACC Director. Any appeals of privilege revocations must be sent, in writing, to the VATMENA Region Director and vACC Director.

4. vACC Policy Approval

This policy has been approved by the VATSIM Middle East & North Africa Division Director prior to publication & vACC Director. Any amendments to this policy must also be approved by the VATSIM Middle East Division Director & vACC Director.

5. vACC Copyrights

All content created for, including procedures, for this vACC shall be the property of the VATSIM Network only. This shall include, but shall not be limited to, logos, websites, text content, imagery, procedures, and internal documents. Authors, however, may be credited for their work.

6. Use of vACC SOP

This vACC maintains a Standard Operating Procedures document. Members, both Visiting and Resident, are required to maintain familiarity and compliance with this document when conducting air traffic control services. This document shall be updated from time to time as needed. Members acknowledge and understand that it is their responsibility to both know the contents of the SOP and be up to date on all local procedures.

7. vACC Meeting

The vACC Director, from time to time, shall schedule a vACC Meeting where all members of the vACC shall be invited and allowed to converse and discuss vACC issues with one another and the vACC Staff. At the vACC Director's discretion, matters can be put to a vote where appropriate. Should matters come to a vote, only Resident Members shall be allowed to vote. To vote, the Member must be present at the meeting and in good standing on VATSIM. Each eligible voting Member shall be entitled to one vote. The vACC Director shall, at their discretion, create the rules necessary to validate any vote, including majority (50.1% or more) or other minimum requirements to pass a decision.

8. Resource Creation and Sharing

Distribution, creation and sharing of policies, files, documents, or sector files by non-authorized or non-approved vACC members is strictly prohibited at all times. Violations of this will be addressed with the Divisional, Regional and BOG Staff members for disciplinary action.