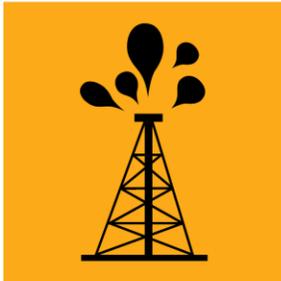


vZHU ARTCC

Training Policy

vZHU-P002 Rev. 3



Not For Real World Use

Effective 03/01/21

Marcus Miller

Air Traffic Manager

Ryan Drozd

Training Administrator

Narrative

The Houston ARTCC's Training Department is always committed to producing the highest quality of controllers possible. The primary objective of ZHU's Training Department is to ensure the consistent and thorough training of its students. Through this, students will gain valuable knowledge in air traffic control that will help them facilitate the safe, orderly, and expeditious flow of air traffic on the VATSIM network. Members of the training staff are always welcome to submit their feedback regarding their training sessions.

Students will be treated fairly, equally, and with respect. Training staff members will come prepared to deliver each session in the most efficient and professional manner possible. Likewise, students are expected to show up to each session prepared for the session at hand. This policy outlines expectations for training staff and students alike. In the best interest of student success, this policy is subject to change at any time.

Mentor Requirements

In order to be considered for a mentor position in the ZHU ARTCC controllers must meet the following requirements:

- Must hold an S2 rating or greater.
- No history of significant discipline on file with the Houston ARTCC or VATUSA.
- Must be willing and able to dedicate time to the training department and its students.
- Must have strong knowledge of the 7110.65 and ZHU policies and procedures. In addition, must have an understanding of VATUSA and VATSIM policies.
- Should be a good multitasker.
- Must be patient and answer questions of students both in and out of training sessions.

How to Become a Mentor

- Anyone who is interested in becoming a mentor at ZHU may apply at any time. They must meet the requirements above, and must submit the following information to TA@zhuartcc.org:
 - Full name and VATSIM CID
 - VATSIM Resume + Any Real World Training Experience
 - 1-Page Written Statement explaining why you should be considered for a mentorship at ZHU.
 - Any other additional materials you would like to submit to supplement your application.
- All prospective mentors will be contacted by the ZHU Training Department for a comprehensive interview.
- Prospective mentors are encouraged to ask any questions they may have about ZHU's Training Department.
- Mentor applicants who are selected to join the Training Staff are subject to standardization in order to provide the highest quality of training for students they will train.

Mentor In Training

Any mentor in training shall be trained by either the training administrator or another member of the training staff recommended by the TA (I.e mentor or instructor). In the event a mentor trains a prospective mentor, the end of prospective mentor's training must be signed off by the TA or an instructor. All training shall be done in the ZHU TeamSpeak or Discord server and shall take no longer than one month. Mentors who are in training are to be treated as "training staff" and are to be treated in accordance to this policy.

Training Staff Conduct

When conducting a training session, training staff shall remain professional at all times. Any training staff found to be violating ZHU Training Conduct or VATSIM Code of Conduct is subject to having their training privileges suspended and possible removal from the ZHU ARTCC Training Staff:

- Must remain **professional** at all times.
- Must show up to training sessions prepared and ready to teach.
- Must discuss student training records only if required to do so and then, only amongst ZHU Training Staff.
- Must complete training notes in a reasonable amount of time.
- Must complete all training sessions in the ZHU TeamSpeak server. Screen Sharing in the ZHU Discord Classrooms is approved for training purposes.
- Should make the session enjoyable and productive for both the trainer and the student.

Activity Requirements

ZHU consistently has students who are in need of training; as such, members of ZHU's Training Department are expected to be active members of the community in addition to conducting training sessions on a regular basis. Members of ZHU's Training Department are subject to the following activity requirements except as allowed by ARTCC Management. Training Staff:

- Must conduct at least 3 training sessions per calendar month. These training sessions must be logged on ZHU's website in order to be counted towards the requirement.
- Must contribute to any projects occurring in the Training Department whenever possible.
- Must attend training staff meetings/workshops.

Training Standardization

Training Staff Members are held to a high standard. For this reason, the ZHU Training Department shall, prior to endorsing a mentor to train students on any position, standardize the mentor to ensure the highest quality of training is provided to students. Standardization for this initial endorsement is required for all mentors and, thereafter, is at the discretion of ARTCC Management. Instructors should be authorized to train at all levels without further standardization except as where deemed necessary. A mentor who recommends a student for an Over The Shoulder (OTS) examination is certifying that the student is ready to complete the OTS exam. Mentors who provide instructors with unprepared students consecutively are subject to recurrent training and possible mentorship revocation.

Training Staff Meetings

Training Staff Meetings are essential to the success of the Training Department. It allows everyone to exchange ideas and share feedback together. Training Staff are expected to make every effort to attend these meetings. They will be held at a frequency determined by ARTCC Management. Trainers are welcome to share any items they would like discussed ahead of time. ARTCC Management shall provide training staff with adequate notice to input availability for scheduling purposes.

Monitoring Positions

For the purpose of training a student, training staff may monitor their students on the live network if that specific staff member deems it will be beneficial to the student's advancement (i.e., enough live traffic). Training staff shall monitor the student independently. This means they will not control while they are monitoring the student.

Cancellation Policy

Training staff volunteer their time to train students. Students are also taking time out of their day to learn the material. If a student or instructor must cancel a session it should be done up to a minimum 3 hours prior to the session start. Any individual found consistently violating the cancellation policy will be subject to the terms of this policy.

No Show Policy

- The definition of a no show is when a student or instructor fails to show up to a scheduled training session without prior coordination with each other. If a student cancels after the 3-hour window it is at the mentor/instructor's discretion if they want to no show the individual student. Students and instructors have 15 minutes after the start time of the scheduled session to show up, unless otherwise coordinated. After this time, without coordination, a no-show may be logged. If the mentor/instructor has failed to show up to a session, the student is asked to notify ARTCC Management. Students who fail to attend a scheduled training session will have a no-show training record filed. If a student fails to show to 3 sessions, they shall be referred to the TA or upper ARTCC management where consequences may be enforced.

Training Notes

Training notes are essential for the student, as they will have a written record of what occurred during the session, as well as any items on which they need to improve. Training staff members shall file a training report as soon as practical after the completion of a training session, but no later 24 hours after the scheduled conclusion of the session.

Training staff members are also expected to review a student's training notes prior to the start of each session in order to allow familiarization with the student. Training staff members are also encouraged to get to know the student's issues by inquiring directly, but by no means is this a substitute for reviewing their training notes.

Solo Certification

Solo certifications are to be issued at the discretion of the TA or instructor. Mentors may recommend a developmental for a solo certification if they believe the student is confident and ready for live network traffic. Solo certifications shall be issued at the field of where the developmental was trained at and will go no longer than 1 month from the day the solo cert was issued. Solo certification endorsement may be updated at the discretion of the TA or Instructor.

OTS

An OTS (Over The Shoulder) is defined as a cumulative examination given to an individual seeking a rating change. All OTS examinations must be given by an I1 or higher in ZHU. Instructors must give the student a theory section comprising questions relating to their training they have received in the past (defined in OTS form) and a practical form comprising different skills that must be demonstrated by the student. In the event a student fails his or her OTS they must complete a minimum of one training session with a different mentor or instructor going over the missed parts of the OTS.

Not For Real World Use

Effective 03/01/21

