

# vZMA ARTCC Standard Operating Procedure

*Last Revised September 10, 2016 by Sergio Lopez S.L.*

## **Section 2 - Training Agreement and Procedures**

### **§ 2.0.0 Overview**

2.0.1 All training activities conducted within the boundaries of Miami ARTCC shall be conducted in accordance with the Training policies of the VATUSA Training Department.

2.0.2 Only persons possessing the rating of Instructor or Senior Instructor, or who are designated Mentors and such designation is so described on the Miami ARTCC web site, and are members of Miami ARTCC, may act in the capacity of Instructor or offer any form of instruction to another member of Miami ARTCC.

2.0.3 The Training Administrator shall coordinate the activities of all Mentors and Instructors assigned to Miami ARTCC, unless such duties are delegated to another member of the Instruction Staff.

### **§ 2.1.0 Duties and Responsibilities**

2.1.1 All instructional staff must be available no less than 10 hours per month to provide instruction.

2.1.2 Mentors will be assigned duties to help specific controllers with a rating no higher than S-3:

2.1.3 Instructors will be assigned duties to help all controllers with a rating no higher than C-1.

2.1.4 Instructors may offer unsolicited instruction under these conditions only:

- a. The Instructor must ask if the controller to receive the comment objects.
- b. The Instructor will withhold any instructive comment if the controller to receive the comment objects.
- c. Any comment made to another controller shall be wholly based on a procedure described by FAA order 7110.65, Miami Standard Operating Agreements and Procedures, or VATSIM/VATUSA policy. The Instructor should be prepared to cite section and paragraph and be able to offer a direct quote from the above named references.
- d. Instructive comments shall never be of a personal nature, and shall be worded as politely as possible.
- e. Instructors shall be respectful at all times.

2.1.5 Instructors and Mentors offering solicited instruction shall:

- a. Base all instruction on those procedures described by FAA order 7110.65, Miami Standard Operating Agreements and Procedures, Miami Tutorials or VATSIM/VATUSA policy.
- b. Instructive comments shall never be of a personal nature, and shall be worded as politely as possible.
- c. Instructors shall be respectful at all times.

2.1.6 Mentors shall make all recommendations regarding promotions to the Training Administrator.

2.1.7 Instructors and Mentors will make frequent training reports for any student they are assigned to work with.

2.1.8 Instructors will make occasional observational reports for all controllers who are members of Miami ARTCC.

- a. The Instructor or Mentor must staff the same position as the student. The Instructor will use the designator \_I\_ in his callsign, the Mentor will use \_M\_, and the student will use \_S\_ in his callsign.

### **§ 2.2.0 Specific Provisions**

2.2.1 If, after a credible and substantiated report, it is determined by the Air Traffic Manager that an Instructor or Mentor has violated a provision of this document, disciplinary action will take place possibly up to and including request for removal from instructional staff.

2.2.2 An Instructor or Mentor assigned to a new controller with an OBS rating shall:

- a. Review the Basic Air Traffic Control Tutorial with the student.
- b. Review the Ground Tutorial with the student.
- c. Prepare the student for the VATUSA S1 exam.

2.2.4 An Instructor or Mentor assigned to work with an S-1 rating shall:

- a. Observe the student provide Ground and Delivery service and offer instructive comments and corrections.
- b. Review the Delivery and Ground Tutorial with the student.
- c. Answer any questions posed by the student.
- d. Prepare the student for the Miami Clearance Delivery/Ground exam.
- e. When the student is observed to provide Ground and Delivery service with few errors, and the student demonstrates a willingness to learn and accept instruction, the Instructor or Mentor will recommend assignment of the Miami Clearance Delivery/Ground Exam.

2.2.5 An Instructor or Mentor assigned to work with an S-1 rating who has received full Ground certification shall:

- a. Observe the student provide Tower, Ground and Delivery service and offer instructive comments and corrections.
- b. Review the Facilities Tower Tutorial with the student.
- c. Prepare the student for the S-2 rating VATUSA Exam.
- d. Answer any questions posed by the student.
- e. Prepare the student for the Miami Tower.
- f. When the student is observed to provide Ground and Delivery service with few errors, and the student demonstrates a willingness to learn and accept instruction, the Instructor or Mentor will recommend certification for Tower and assign the Miami Tower and VFR Exam.

g. When the student is observed to provide Tower, Ground and Delivery service with confidence, efficiency and very few errors, and the student continues to demonstrate a willingness to learn and accept instruction, the Instructor or Mentor will recommend the student to the Training Administrator for observation.

h. An Over-The-Shoulder examination shall be required and all members of the Instructional Staff shall be invited to submit comments with regard to the candidate's performance and suitability for promotion to Tower.

2.2.6 An Instructor or Mentor assigned to work with an S-2 rating who has received full Tower certification shall:

a. Observe the student provide Approach, Departure, Tower, Ground and Delivery service at a facility other than KMIA and offer instructive comments and corrections.

b. Review the Approach/Departure Tutorial with the student.

c. Answer any questions posed by the student.

d. Prepare the student for the VATUSA S3 exam.

e. When the student is observed to provide Approach, Departure, Tower, Ground and Delivery service with few errors, and the student demonstrates a willingness to learn and accept instruction, the Instructor or Mentor assign the VATUSA S3 exam.

2.2.7 An Instructor assigned to work with a S-3 who has received full level Tower certification and passed the S3 exam shall:

a. Observe the student provide Approach, Departure, Tower, Ground and Delivery service and offer instructive comments and corrections at KMIA.

b. Review the Facilities Approach and Departure Tutorials with the student.

c. Review all Standard Operating Procedures with the student.

d. Answer any questions posed by the student.

e. Prepare the student for the Miami Approach exam.

f. When the student is observed to provide Approach, Departure, Tower, Ground and Delivery service with few errors, and the student demonstrates a willingness to learn and accept instruction, the Instructor or Mentor will recommend student level certification for Approach and Departure and assign the Miami Approach exam.

g. When the student is observed to provide Approach, Departure, Tower, Ground and Delivery service using both voice and text with confidence, efficiency and very few errors, and the student exhibits maturity and has throughout training demonstrated a willingness to learn and accept instruction, the Instructor will recommend the student to the Training Administrator for observation.

h. An Over-The-Shoulder examination shall be required and all members of the Instruction Staff shall be invited to submit comments with regard to the candidate's performance and suitability for promotion to Approach.

2.2.8 An Instructor assigned to prepare an S-3 rating for promotion to Full Level Controller (C-1) shall:

- a. Observe the student provide Enroute Center, Approach, Departure, Tower, Ground and Delivery service and offer instructive comments and corrections.
- b. Review the Enroute Center Tutorial with the student.
- c. When the student is observed to provide Enroute Center, Approach, Departure, Tower, Ground and Delivery service with few errors, and the student demonstrates a willingness to learn and accept instruction, the Instructor will assign the VATUSA C-1 and Miami Center exams.
- d. When the student is observed to provide Enroute Center, Approach, Departure, Tower, Ground and Delivery service using both voice and text with confidence, efficiency and very few errors, and the student exhibits maturity and has throughout training demonstrated a willingness to learn and accept instruction, the Instructor will recommend the student to the Training Administrator for observation.
- e. An Over-The-Shoulder examination shall be required and all members of the Instruction Staff shall be invited to submit comments with regard to the candidate's performance and suitability for promotion to Center.

2.2.9 An Instructor assigned to prepare a C-1 rating for Miami Oceanic shall:

- a. Observe the controller provide Enroute Oceanic Center service and offer instructive comments and corrections.
- b. Review the Oceanic SOP (Standard Operating Procedure) with the controller.
- c. When the controller is observed to provide Enroute Oceanic Center service with few errors, and the controller demonstrates a willingness to learn and accept instruction, the Instructor will assign the Miami Oceanic exam.
- d. An over the shoulder examination may be required.

2.2.10 Any controller who fails a VATUSA exam must wait no less than 7 days to retake the exam.

2.2.11 Any controller who fails a Miami ARTCC exam must wait no less than 7 days to retake the exam. In the event of failure, the student must research why their answers were incorrect. They must submit via e-mail, to their assigned Instructor/Mentor, the following: A) Explanation why the selected answer was incorrect, with citation (FAA or VATSIM document); B) The correct answer to the question. Answers must be in complete sentences. After correct submission and the waiting period has been completed, the failed exam will be reassigned upon written request to the instructor/mentor.

2.2.12 Any controller who 'accidentally' closes the browser, submits before the test is complete, or otherwise interrupts a Miami ARTCC exam once it has begun, must wait no less than 7 days to have the test reassigned. This restriction may be waived if both the Air Traffic Manager/Deputy Air Traffic Manager and Training Administrator approve.

2.2.13 A controller must wait no less than 14 days between promotions in rating (S-1 to S-3, S-3 to C-1, etc.).

2.2.14 Any controller who demonstrates an unwillingness to accept instruction or who demonstrates an insubordinate attitude to any member of the Instruction or Administrative Staff shall face disciplinary action possibly up to request for removal from the ARTCC.

2.2.15 Any new controller or Visiting Controller not meeting all probationary period requirements may be removed from the membership roster without further notification, or have all Visiting Controller privileges revoked.

2.2.16 Instructors or Mentors will log in as ZMA\_XX\_INS or ZMA\_XX\_MTR (where XX is the controller's operating initials) when looking to train students online. Students are not to ask any member of instructional staff for instruction unless they are signed on as specified above. (Note: Staff members logged in as ZMA\_ATM, ZMA\_DATM, ZMA\_TA, ZMA\_DTA, ZMA\_FE or ZMA\_EC ARE NOT instructional staff callsigns)

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