



# VATSTAR

Making Virtual a Reality

## VATSTAR Operations and Policies Manual

Founder and CEO: Alex Caballero

Chief Flight Instructor: Rob Shearman JR

Chief of Operations:



## What Makes VATSTAR

### About Us

VATSTAR we design with the idea of making flying in the VATSIM network a better experience. VATSTAR was created October, 2013 a few months after the founders of VATFLY had to close because of a malware planted in the servers. With the fresh start the team decided to redesign the whole idea of pilot training making it more reliable, stronger, faster, and more educational

### Mission

Bring a better and stronger pilot training. Educate every single active member in the VATSIM network and do it better than anyone else.

### VATSTAR Operation and Policies Manual.

This document was design to better educate all members and staff of our policies. By having all of our policies in one document it opens the door for a better and mutual understanding between pilots, staff, and the executive team.

2016-17





**Let's Start**



## Membership Type

There are few membership types within VATSTAR, none of them receive or must pay any money.

Members are categorized by the nature of business:

- **Pilots:** Every member including the staff and executive team has access to this membership. Pilots are the main part of the organization, new members have access to the Pilots menu and depending on their certifications they may also have access to other menus like P3 and P4.
- **Staff:** Are all staff members of VATSTAR including instructors, HR, and the Executive Team.
- **Inactive:** Is a temporary stay, all members including staff are switched to Inactive for a long period of time with no activity.
- **Public:** This is not a membership but this is our front-line all public, registered members, and staff have access to it.
- **Guest:** Are only approved by the CEO. They include website developers, VATSIM representatives, partners, etc.

## Inactive Policy

We don't have rules set for inactivity, we normally switch a member to Inactive when they registered and never log in, or they log in but after a long period of time there is no activity. Members who at some point got certified and they went inactive may not be switched to Inactive unless space is needed. VATSTAR holds the right to make any member Inactive without any notice.

## Leave of Absence

Staff only qualify for a LOA. All staff but the Executive Team qualify for up to **a month** of LOA. The Executive Team qualifies for **two weeks** of LOA. If more time is needed all staff (including the Executive Team) must apply prior the end date of the first LOA. During a LOA staff are prohibited from working at VATSTAR without approval.

- Staff must request LOA through the website
- Executive Team must email CEO for LOA

## Terminations

Accounts are permanently terminated and temporarily suspended based on this document and VATSIM policies. Any member that is directly or indirectly representing VATSTAR and VATSIM that does not comply by the policies may cause for the accounts termination. VATSTAR holds the right to suspend and terminate any account without notice or reasons. All members and staff can terminate their account by sending an email to:

- Pilots: Your Membership Department at: [hr@VATSTAR.com](mailto:hr@VATSTAR.com) and on the website.
- Staff: You may contact your direct supervisor, HR, or CEO



## Rewards

Are given voluntarily to members and staff because of their accomplishment but is not required or expected. Rewards are not to be taken back because any change in Membership type.

## Donations

At VATSTAR we appreciate donations but not expected or required to any member or staff. Donations are only to be used for official VATSTAR use at the owner's discretion.

## Conflict and Resolution Department

Members are required to keep the conflicts in-doors and give reasonable time to solve the problem before going to higher authority (VATSIM). A member that does otherwise can result in the account terminations without notice or reason.

We have created a tool for all members to submit their conflicts. To maintain a good quality service, this tool only the CEO has access to. Issues that may be resolved by any other staff that were submitted in the tool will be forwarded to the right department.

## No Show

Being on time to your bookings are not just mandatory but also appreciated. Everyone in this program is volunteering their time and when someone doesn't show up or shows up late to a booking it affect people's schedule and personal time. For such reasons, no-shows are non-negotiable. All members and staff will follow the no-show rules.

- 1<sup>st</sup> No Show: An email is send out to the members with a warning.
- 2<sup>nd</sup> No Show: Account is temporarily suspended until member meets with CFI or CEO.
- 3<sup>rd</sup> No Show: Account is terminated.
- All disciplinary actions expire after 180 days.

## Staff and Executive Team

We have a diagram of how VATSTAR should be staff. In this section we explain every position in VATSTAR and descriptions.

- **Instructors:** Are the front line of our organization. Instructors take on the challenge to educate members from all around the world, members with different learning capabilities, different experience, language barriers, time zone difference, and so much more. They are highly trained to provide the best of their knowledge to pilots. Any staff member could as well be an instructor.
- **Human Resources and Member Relations:** Is one of the busiest positions in VATSTAR. This position can be divided in to at the direct supervisor's discretion. HR and MR takes care of new member applications, new hires, implementation of policies, and anything that requires pilots and staff access to the back end of the website. The person responsible will have access to the back-end of VATSTAR, this person must be trusted and capable of making decisions based on VATSTAR's policies and culture.
- **Public Relations:** Is the person in-charge of new events, advertising, and communication



with other organizations. Think of this position as the “business representative”, he/she handle back-and-forward communication with other organizations like FlightSim.com, VA, ARTCC, and at points is responsible for recruiting new affiliates.

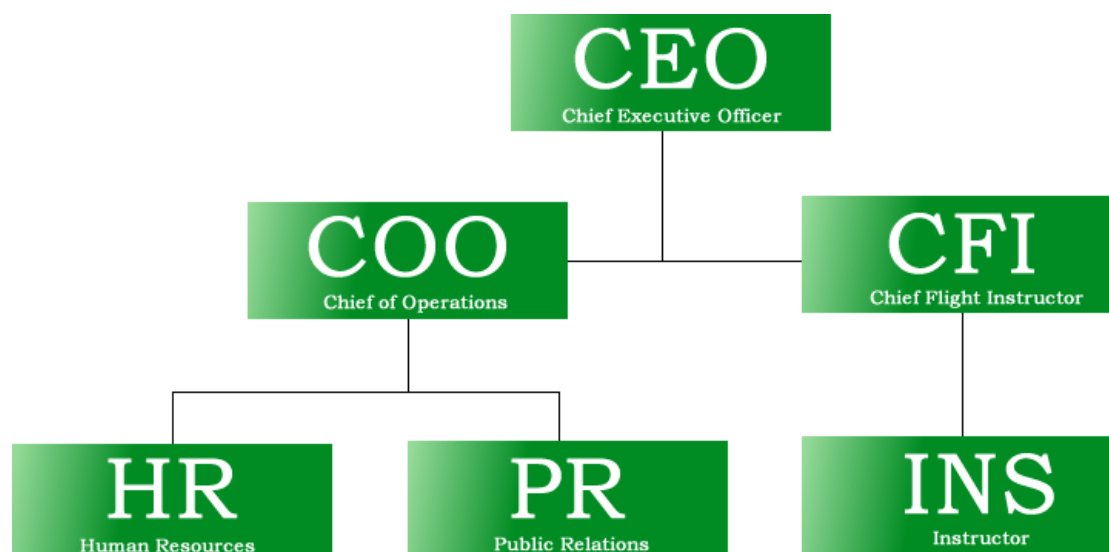
- **Web Master:** Reports only to the CEO. In this position, the web master is responsible for the website and few other programs. Because of the level of permissions given to this person, he/she only reports to the CEO of VATSTAR.

### Executive Team

- **Chief of Operations:** Handles all the operations done at VATSTAR. He/she is responsible for the wellbeing of our organization, manages new hires, makes last minutes decisions based on VATSTAR policies and culture. The COO has a vote on any decision making and policies change.
- **Chief Flight Instructor:** Deals with all pilots training, contributes to Staff training, and has a saying on the hiring of any instructors, excluded is the Staff Instructor. The CFI is responsible for keeping all the training up to date and communicating to VATSIM all new changes.
- **Chief Executive Officer:** Is also the Founder of VATSTAR. The CEO is in-charge of the entire organization, introducing new policies to the Executive Board, the implementation of VATSTAR policies and culture. The CEO hold two votes in any decision making and policy changes.

### Executive Board

The executive board is made of the CEO, CFI, President, and COO. Any time there is a decision to be made that will change VATSTAR’s ways (like new training) or when a policy is being added, taken off, or changed, the Executive Board will meet and vote in favor or against. All on the Executive but the CEO have one vote, the CEO has 2 votes, and can stop any changes from passing.





## Communication

For training we officially use TeamSpeak 3. All members must have a valid copy of this program so they can log in and meet with the instructors and staff. If you are unable to meet such requirements email your Member Relations so it can be noted and delivered to Instructors.

TeamSpeak 3 can be downloaded at: <http://www.teamspeak.com/?page=downloads>

VATSTAR Server: VATSTAR.teamspeak3.com

Password is: vatstar01

TeamViewer is also used for training and practical flights. This program allows instructor to see your cockpit and walk you through the flight. This software can be downloaded at:

<http://www.teamviewer.com/en/download/windows.aspx>

## Staff Email

All @VATSTAR.com emails are property of VATSTAR and access is granted by the CEO. All staff must have and use the @VATSTAR.com email for all VATSTAR needs, staff should never have the need of using their personal email unless described otherwise. All emails are subject to be audited as per the CEO description without any reason or notifications. Staff members are required to keep up with their email at least every 72 hours. If a staff member fails to check and/or reply to emails within the 72 hours it could result in termination.

## Certifications

We are authorized by VATSIM to certify pilots for

- **VATSIM P1**
- **VATSIM P2**
- **VATSIM P3**
- **VATSIM P4**
- **VATSIM P5**

A syllabus can be found at VATSTAR.com under the Pilots menu.

There are a few rules for taking training that may be different from VATSIM's:

- Pilot must be P1 and P2 certified to take any other training.
- Already P1 certified pilots must take P2 prior any other training.
- P4 certified is required to train for P5.

We pride ourselves in the type of training we provide, and for better quality training all pilots must be P1 and P2 certified before training for any other training, and make P4 a requirement for the P5. Pilots already P1 Certified must take the P2 Training prior taking other training. VATSTAR hold the right to deny training to any members with no reason or written statements with the sole approval of the CEO.





## **Exam Review**

Every certification requires Exam Review even if the pilot is experienced. These flights are described in the documents VATSTAR provides to you.

## **Written Exam (P2-P3-P4-P5)**

Are generally 20 questions with 85% minimum passing grade unless described otherwise. The written exams are not public and the only way to obtain them is by completing the Training Flights and then the

Instructor will “Recommend” you, once then you will receive an email with the link. Keep this in mind, if you fail the exam you have to wait 1 day to re-take it. Before starting the Written Exam review all the documents and links provided to you, we base some of our questions on other resources.

## **Written Exam (P1)**

The P1 Training is a self-guided lesson. Every lesson will have three questions at the end about that particular lesson and you may only continue once they are all answered correctly.

Generally, the P1 Training has 15 Lessons and 3 questions per lesson.

## **Practical Exam**

Before you getting certified you must take the Practical Exam. You schedule a date and time and the instructor will watch you in TeamViewer and track your flight. A failing criteria is available for you, we recommend you read it and practice it. You have 180 days after passing your Written Exam to take and pass the Practical. After 180 days the member did not pass or didn't take the Practical the scores will be deleted and he/she will be forced to retake it.

## **Email Communications (mailing list)**

By registering with VATSTAR you join our mailing list. We use this tool only for VATSTAR announcements that we feel are relevant to you and our training program. You do have the option of taking your email from our mailing list by contacting [HR@vatstar.com](mailto:HR@vatstar.com) if you don't find an “Unregister” link at the end of the email

## **VATSTAR Proprietary/Confidential – Staff Backend Access**

All VATSTAR Staff members must keep all confidential and proprietary information private. Any Staff member found sharing ideas, documents, images, programs, etc to any one person or program will be reason to immediate termination.

## **Booking Policies for Members/Staff**

All Instructor sessions must be requested with a minimum of three days' (72 hours') notice from the time of booking. However, Students may have multiple sessions booked. They are not required to complete one session before booking the next, and there is no minimum interval in between booked sessions. Additionally, the session type is for informational purposes only; if the Student does not progress as far as expected in earlier sessions prior to later ones, the Student should not worry about adjusting the session type. Instructors will review the Student's progress prior to starting each session.



Students should receive a confirmation notice no less than 24 hours prior to the session start time. If you do not receive such a confirmation by this time, or if an Instructor fails to show in TeamSpeak at the appointed time, please contact [cfi@vatstar.com](mailto:cfi@vatstar.com) immediately for assistance.

**Statement**

This document must be published to the public at all times, if by any reason it needs to be taken down the website must be taken offline until the document is back up. All new members agree to all of the terms described here and also when every member and staff logs in they are accepting these terms. Our services are voluntarily done by both the pilots and staff, we do not charge or pay for any services. VATSTAR and its owner are not responsible for any damage don't by the website or third party softwares. IP addresses will be recorded for quality purposes.