



Let's Get Started

What Makes VATSTAR

About Us

VATSTAR is an online flight school teaching members all around the world the basics of flying in Flight Simulators. VATSTAR was created in June 2015 by its founder, Alejandro Caballero, and Retired Chief Flight Instructor Rob Shearman Jr. The original idea started years before with an organization called VATFLY, but didn't last long after closing its doors. A few years later the founder decided to bring it back with a new look and fresh ideas, including a dedicated CFI, a far more organized structure, and a fresh new look. Today, we run a very successful and stable organization that is projected to run for many more years.

Mission

To help students of aviation around the world achieve their goals, whether for pure entertainment or to gain a pilot license.

VATSTAR Operation and Policies Manual

This document was designed 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 more clear and mutual understanding between pilots, staff, and the executive team. By using our website, software, and sister websites, you agree to the entirety of this document. This document is kept updated and easily accessible via our VATSTAR.com website. If you disagree with any part of this document, we ask you to respectfully exit our organization. If you wish to email our CEO, you may do so at: CEO@vatstar.com. These terms of service constitute an agreement between you and VATSTAR ("we" "us" or "our").



Membership Type

There are a few membership types within VATSTAR.

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 component 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.
- Stars: These members have donated previously and, in return, get access to a few more features like our custom VATSTAR Fleet, Perks discount program, 'Contact our Staff' option, etc.
- Staff: These are all staff members of VATSTAR including instructors, HR, and the Executive Team.
- Inactive: All members, including staff, are switched to Inactive status upon being found to be absent from the website for a long period of time with no activity. We reserve the right to remove your inactive account to create space for active member profiles.
- Guest: Only approved by the CEO; They include website developers, VATSIM representatives, partners, etc.

Inactive Policy

We don't have rules set for inactivity, therefore we normally switch a member to 'Inactive' when they have 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 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

Only Staff qualify for a LOA. All staff except 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 to 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 or suspended based on this document and VATSIM policies. Any member that is directly or indirectly representing VATSTAR and VATSIM that does not comply by our explicit policies may be subject to account termination. VATSTAR holds the right to suspend or terminate any account without notice or reason(s). All members and staff can terminate their account willfully by sending an email to:

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

Rewards

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

Donations

At VATSTAR, we appreciate donations but never expect or require any member or staff to do so. Donations are only to be used for official VATSTAR purposes and use is determined at the owner's discretion.

Star Subscription

Users may subscribe to our Star plans, serving as a donation. In return we offer a few new tools to help your experience here be a bit more enjoyable. Training doesn't require a Star Subscription; The 'Never a Charge' option will give 100% access to training, including one-on-ones with Instructors, Checkrides, Training Material, and Written Exams. We continue to consistently improve our systems and that comes at a great cost. Every dollar donated goes toward improving our organization, events, and keeping doors open. Star Subscriptions are non-refundable unless a technical issue occurs.

Conflict and Resolution Department

Members are required to keep personal conflicts within the organization and give reasonable time to resolve the problem before going to a higher authority. A member that does otherwise can be subject to account termination without notice or reason(s).

If you would like to dispute something or have some kind of disagreement you may email CEO@vatstar.com.

No Show

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

- 1st No Show: An email is sent out to the member with a warning.
- 2nd No Show: Account is suspended until member meets with CFI or CEO.
- 3rd 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 staffed. In this section we explain every position in VATSTAR and their descriptions.

Instructors and Mentors: 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. Mentors performed similar duties but less formal, mentors assist with lessons, set ups, and practice flight. They are highly trained to provide the best of their knowledge to pilots. Any staff member could act as an instructor while performing other duties in VATSTAR.

Human Resources and Member Relations: One of the busiest positions in VATSTAR. This position can be divided 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.

Marketing Director / Event Manager / Liaison: Oversees new events, advertising, and communication with other organizations. Think of these positions as the "business representative"; They handle back-and-forth communication with other organizations like FlightSim.com, VA, ARTCC, and can be responsible for recruiting new affiliates.

Web Master: Reports only to the CEO. In this position, the web master is responsible for the website and a 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 at VATSTAR. He/she is responsible for the well-being of our organization, managing new hires, and making last-minute decisions based on VATSTAR policies and culture. This position is managed by the CEO.
- **Chief Flight Instructor:** Deals with all pilot training, contributes to Staff training, and has a say on the hiring of any instructors. The CFI is responsible for keeping all the training up-to-date and communicating to VATSIM all new changes.
- **Chief Executive Officer:** Also the Founder of VATSTAR. The CEO is in charge of the entire organization, introducing new policies to the Executive Board, and the implementation of VATSTAR policies and culture.



Communication

For training, we officially use Discord. All members must have a valid copy of this program so they can log in and meet with the instructors, mentors and staff. If you are unable to meet such requirements, email your Member Relations representative (hr@vatstar.com) so it can be noted and delivered to Instructors.

Discord can be downloaded at: <https://discordapp.com/>

VATSTAR Server: <https://discord.gg/DvuzbTh>

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 communications. Staff should never have the need to use their personal email unless otherwise noted. All emails are subject to be audited as per the CEO description without any reason or forewarning. Staff members are required to keep up with their email at minimum every 48 hours. If a staff member fails to check and/or reply to emails within the 48 hours, it could result in termination.

Certifications

We currently provide training in these categories:

- P1 Private Pilot License (PPL) ASEL (referred to internally as P1-PPL)

In order to be eligible for a rating, the student must hold the previous rating:

- P1-PPL certification is required to continue on to P2-IR
- P2-IR certification is required to continue on to P3-CMEL, and
- P3-CMEL certification is required to continue on to P4-ATPL

VATSTAR holds the right to deny training to any members for no reason or written statements with the sole approval of the CEO.

Holders of real-world certificates and ratings

VATSIM Members that have earned real-world Pilot Certificates and Ratings are eligible to be automatically awarded the highest applicable VATSIM Pilot Rating they have earned in real life. In order to complete this process members must send a picture or copy of their Pilot's License or Certificate to vpplt@vatsim.net. VATSTAR is not able to issue "waivers" or other privileges to real-world pilots – the ratings need to be issued by the VATSIM Pilot Training Department!

Written Exam (P1-PPL) All written exams are multiple-choice open-book with an 85% minimum passing grade, unless described otherwise. If you fail the exam, you have to wait 2 days to re-take it. Before starting the Written Exam, review all the documents and links provided to you. Answers to all exam questions are contained within the lesson material provided.

Practical Exam (Checkride)

Before you receive your certification, you must take the Practical Exam. You must schedule a date and time through the website, after which the instructor will monitor your flight in Discord and on VATSIM. Included with the written lesson material are the criteria for the practical exam flights, so you may review these to be aware in advance of what will be expected of you. A Failed/Incomplete checkride can be repeated within 90 days as a "make-up" checkride where only the missed items will be covered (or as per the Instructor's discretion).

Email Communications (mailing list)

By registering with VATSTAR, you automatically join our mailing list. We use this tool only for VATSTAR announcements that we feel are relevant to you, our training program, and policy changes or events. You do have the option of opting out of communications through our mailing list by contacting HR@vatstar.com in the event you do not find an “Unregister” link at the end of the email.

VATSTAR Proprietary/Confidential – Staff Back-end 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 cause for immediate termination.

Instructor Scheduling

All Instructor sessions must be requested with a minimum of one day (24 hours) notice from the time of booking; However, students may have multiple sessions booked. 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. Abuse of our Instructor scheduling system including submitting repeated requests with less than 24 hours' notice, or repeated last-minute cancellation of booked sessions can lead to disciplinary action.

Students should receive a confirmation notice 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 Discord at the appointed time, please contact cfi@vatstar.com immediately for assistance.



Privacy Policy

While using our services, VATSTAR records your name, email address, VATSIM ID, and IP Address. When you sign up, other information will be asked, but it is neither required nor verified. Your information is never given out or sold to outside organizations. We do display limited information like your name, VATSIM ID, Pilot Rating certifications, and date of registration on our Member Roster. Approved VATSTAR Staff will have access to more data including records of your training sessions and exam results. Your password is private to everyone including all VATSTAR staff; the only method for password retrieval is to change it. At any point you have the option to cancel your membership; This option will delete your account information from our system automatically. Training records are retained but are no longer associated with a name and ID, and are no longer visible to Instructors. You have the option to request all of your training data to be deleted by emailing ceo@vatstar.com with a written request. If you would like to resume your training after cancelling your membership, you will need to sign up and re-start the entire process.

You have access to view all of your training data via the website. All the information displayed is qualified as confidential and it may not be shared with anyone else. If you believe there is an error in any of the records, you may reach out to cfi@vatstar.com with your concerns.

Minimum Age Requirements

VATSTAR Age Restriction Policy works with the extension of VATSIM's (found: <https://www.vatsim.net/documents/privacy-policy>). A person's age is verified when they sign up with VATSIM. If a member is found to be under the age of 13, they will be automatically banned from VATSTAR and reported to VATSIM.

Statement

This document must always be published to the public. If for 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. Furthermore, when members and/or staff log in, they are accepting these terms. Our services are voluntary by both the pilots and staff; We do not charge or require payment for any services. VATSTAR and it's owner are not responsible for any damage incurred by the website or third-party software.

We are here to teach you the basics of flying in Flight Simulators and in the VATSIM network. Nothing you do here can be used in real life; We are not accredited by the FAA. Users understand that, while we do teach a lot of real-life procedures, you must be taught by an actual flight school. Use us as a tool to practice what you have already learned.

