

# SAN JUAN

Combined En Route Radar Approach Control

## CONTROLLER HANDBOOK

---

Distribution: San Juan CERAP Virtual Air Traffic Simulation Network

Initiated By: Israel Reyes, ATM





# TABLE OF CONTENT

## WELCOME TO SAN JUAN CERAP

LETTER FROM THE ATM

## CHAPTER 1: GENERAL POLICIES

- 1-1 MEMBERSHIP REQUIREMENTS
- 1-2 ROSTER POLICY
- 1-3 LEAVE OF ABSENCE
- 1-4 DISCIPLINARY ACTIONS
- 1-5 COMMUNICATION POLICY
- 1-6 DISCORD SERVER
- 1-7 TEAMSPEAK SERVER
- 1-8 PRIORITY HANDLING
- 1-9 FACILITY CALLSIGNS

## CHAPTER 2: GETTING STARTED

- 2-1 WEBSITE REGISTRATION
- 2-2 CANVAS LMS REGISTRATION
- 2-3 SCHEDULING TRAINING

## CHAPTER 3: TRAINING

- 3-1 TRAINING PLATFORMS
- 3-2 TRAINING PROCEDURES
- 3-3 TRAINING POLICIES
- 3-4 CONTROLLER RATINGS
- 3-5 CONTROLLER RESOURCES

## CHAPTER 4: VISITING/TRANSFERRING CONTROLLERS

- 4-1 TRANSFER/VISITING CONTROLLER TRAINING PROCESS
- 4-2 VISITOR MINIMUM REQUIREMENTS
- 4-3 VISITOR SELECTION PROCESS
- 4-4 TRANSFER/VISITOR STATEMENT

## CHAPTER 5: ZSU STAFF

- 5-1 POSITIONS OVERVIEW
- 5-2 STAFF POLICIES



## WELCOME TO SAN JUAN CERAP

Welcome to San Juan CERAP, we are glad to have you onboard our team. San Juan CERAP is a unique airspace and one of the most popular aviation destinations in the world. Located here is St. Maarten's Princess Juliana International Airport. San Juan CERAP is the ONLY facility in the VATCAR Division of the VATSIM network which operates under a Combined En Route Radar Approach Control. San Juan CERAP is even further unique in that we are one of the few facilities that utilize both FAA and ICAO controlling standards.

San Juan CERAP has jurisdiction over the entire island of Puerto Rico, the U.S. Virgin Islands, The British Virgin Islands, Anguilla, Saint Martin, Sint Maarten, Saint Bathelémy, Saba, and Eustatius. San Juan CERAP borders Miami Oceanic, New York Oceanic, Santo Domingo FIR, Curacao FIR, Maiquetia FIR and Piarco FIR. We rolled out the carpet, put the drinks on ice and we cordially invite you to make yourself feel right at home. Welcome to the Caribbean paradise that is the San Juan CERAP.

Israel Reyes (C-1)  
Air Traffic Manager  
San Juan CERAP



## CHAPTER 1: GENERAL POLICIES

### 1-1 MEMBERSHIP REQUIREMENTS

In order to be a member of San Juan CERAP, users must apply by filling out the formal application form located in the VATCAR Website. Once the member has been accepted, the application will be processed and the member will be notified of the outcome.

Prerequisites:

1. Be a member of VATSIMs Caribbean Division in Good Standing. (Good standing is all accounts not currently suspended)

### 1-2 ROSTER POLICY

#### 1-2-1 HOME CONTROLLERS

Home controllers are those controllers who have selected or transferred to the San Juan CERAP via the VATCAR website. Home controllers are listed on the San Juan Roster. For each calendar month, Home Controllers are required to control a minimum of three (3) hours in order to remain current on the San Juan roster. Controllers who cannot make that requirement are urged to contact the ATM or DATM. If necessary, the Controller may request a Leave of Absence from the ATM or DATM. This policy is to ensure compliance with the VATCAR Air Traffic Controller Hours policy.

#### 1-2-2 NEW CONTROLLERS

New controllers, without a certification, shall maintain an active training profile with the ZSU training team. All new controllers, both resident and visiting, will be placed as inactive on the roster if they have not enrolled in their first course after 60 days of joining ZSU. After initial course enrollment and/or after successfully passing their first exam, they will be expected to complete three (3) hours of classroom or network training hours to remain active.

#### 1-2-3 INACTIVE STATUS

After a controller is moved to inactive status, an email is sent to the controller by the Air Traffic Manager or the Deputy Air Traffic Manager. If a controller does not provide at least 30 hours in a 6 month period will be removed from the roster. A controller removed in accordance with the above who wishes to return to the ZSU roster must email the Air Traffic Manager or designee stating their intent and submit a transfer request to ZSU via the VATCAR transfer request form via the VATCAR web site.



**1-2-4 ROSTER REMOVAL**

A controller may be removed from the ZSU roster due to failure to adhere to any ZSU or VATCAR regulations or guidelines, rude or disruptive behavior, insubordination or harassment of a member or staff, or a violation of VATSIM Code of Conduct.

**1-2-5 ROSTER REINSTATEMENT**

If less than 30 days have elapsed from the date of removal, the controller will be returned to the roster with all previously earned certifications.

If a period of more than 30 but less than 60 days has elapsed from the date of removal, the controller must demonstrate that the knowledge has been retained by repeating the written test and OTS for the highest certification earned prior to removal.

If a period of 60 or more days has elapsed from the date of removal, the controller must start the entire Training program from the beginning.

Visiting controllers who fail to meet activity requirements shall have visiting controller status removed.

**1-3 LEAVE OF ABSENCE**

Controllers are responsible for letting the facility ATM/DATM know if they are unable to fulfill the facility's minimum requirements for a specific month. If a controller needs to take a long period of off time from ATC for any reason, they may request a Leave of Absence to the ATM/DATM. Prior to doing so, the controller will need to keep in mind the following things:

1. Leave of Absences are given for a period of absence up to 4 months and extended up to 8 months in a 2 year period. An LOA may NOT exceed 8 months in 2 years.
2. Members who have been granted LOA and have been found to be logging 15 hours or more on the network controlling or flying, are subject to their LOA being revoked and being placed as inactive status.
3. A controller may cancel his/her LOA at any time, will be returned to active status.
4. Once LOA ends, the controller will be placed into active status and must meet the minimum monthly requirements.

## 1-4 DISCIPLINARY ACTIONS

Disciplinary actions within ZSU should generally be conducted in the order provided below. Due to severity of offense, steps may be modified, skipped, or removed at the discretion of the Air Traffic Manager and the Deputy Air Traffic Manager.

1. Verbal Warning
2. Written Warning
3. Roster Removal
4. Referral to VATCAR 1/2

## 1-5 COMMUNICATION POLICY

The connection information below, including the Discord server address is intended for members use ONLY. Do not share the Discord information with anyone outside of the community unless you have permission from our staff to do so.

When communicating within the community,beit via email, forums, speaking in Discord, or TeamSpeak you must be courteous to other members and accepting to others. Below you will find rules regarding the San Juan CERAP communication policy. If you wish to report a breach of these rules, please let a staff member know via email. A time will be set up to discuss the report one on one.

1. No swearing or vulgar language. VATSIM welcomes members aged 13+ and we have a duty of care to protect our younger members from being exposed to bad language. Additionally, some members feel uncomfortable at the use of bad language, or may be offended by it.
2. No personal attacks, bullying or intimidation. We strive to encourage a positive community atmosphere to ensure the best enjoyment is had in our hobby. Any form of personal attacks, bullying or intimidation is not tolerated and will be treated very seriously.
3. No posting links to inappropriate or illegal content. Our Discord server has been kindly donated to us and we have an obligation to ensure it is used for the right purposes. The server may not be used to share links to vulgar or pornographic material, nor may it be used to link to any site which encourages illegal activities.
4. No spamming. This rule is quite self-explanatory.

5. Respect other members. If you enter a room where there is controller coordination going on, or a group flight is being enjoyed, please do not interrupt the activity by playing music down the channel or by disturbing the room occupants by any other means. Please respect the rules for different room categories, as below.

6. No rude behavior. This covers a range of behaviors that would be constituted as being rude or impolite.

The VATCAR forum and Emails, are the official communication vehicles that San Juan CERAP staff uses to pass information down to Facility staff and members. San Juan CERAP staff are expected to check email on a daily basis. Below are the official emails for communication purposes:

Air Traffic Manager	atm@sanjuan.vatcar.org
Deputy Air Traffic Manager	datm@sanjuan.vatcar.org
Training Administrator	ta@sanjuan.vatcar.org
Facility Engineer	fe@sanjuan.vatcar.org
Webmaster	wm@sanjuan.vatcar.org

### **1-6 DISCORD SERVER**

Discord is the current method that is used as the primary text communication method with other CERAP members. Each controller should be in Discord while they are performing their controlling duties. Each controller **MUST** review discord message boards for recent news and events. The Discord Login is as follows:

<https://discord.gg/DDPZNHA>

When entering the Discord, please change your nickname to First and Last Name and then your rating (Ex: John Smith | S1)

### **1-7 TEAMSPEAK SERVER**

TeamSpeak is the current method that is used as the primary voice communication with other CERAP members. Each controller is **REQUIRED** to be in TeamSpeak while they are performing their controlling duties. The TeamSpeak Server is:

ts.vatcar.org:9402

When entering the TeamSpeak, please change your nickname to First and Last Name and then your rating (Ex: John Smith | S1)





## 1-8 PRIORITY HANDLING

No aircraft will be given priority over any other by virtue of its call sign, status, virtual passengers, or pilot flying the aircraft.

San Juan CERAP controllers have the right to approve and allow special procedures for aircraft under their control, in alignment with CERAP, VATCAR and VATSIM policy and guidelines.

Controllers may, and traffic permitting are encouraged to, allow pilots to simulate reasonable emergencies. However, as specified in section B8 of the VATSIM Code of Conduct, a controller may decline to allow, or direct the termination of, any simulated emergency.

Pilots should not expect any special treatment, queuing, or clearances that would provide preferential treatment over their fellow pilots.

If a pilot fails to follow ATC Instructions, you may call a VATSIM Supervisor to handle the situation by typing (without quotes) “.wallop ABC123 is not following ATC Instructions”

## 1-9 FACILITY CALLSIGNS

For Controllers that are observing, you must log on as ZSU\_XX\_OBS substituting XX with your operating initials. Your operating initials can be found on the Roster. These initials are 2 letters that are assigned to you and will be your OBS callsign login initials, and also your initials used through your controlling career in ZSU on VATSIM for various means.

For controlling purposes you must log on with the facility that you are staffing followed by the position you are controlling. For general purposes you will use the ICAO (four letter airport code) to log on with exception of TJSJ Airport which will use the IATA (three letter code) of SJU. Reference the facility positions table for a full breakdown of all staffable positions.

### **example:**

You are controlling Aguiadilla Airport Tower, you will connect as **TJBQ\_TWR**.

You are controlling San Juan Ground, you will connect as **SJU\_GND**.

These are the suffixes used for each position:

**DEL** - Clearance Delivery

**GND** - Ground



**TWR** - Tower  
**DEP** - Departure  
**APP** - Approach  
**CTR** - Center/Enroute

Staff callsigns are reserved for staff members observing on the network. These callsigns will use the three letter facility code (ZSU) followed by the position abbreviation. Positions are limited to:

<b>ZSU_ATM</b>	<b>ZSU_DATM</b>	<b>ZSU_TA</b>
<b>ZSU_FE</b>	<b>ZSU_EC</b>	<b>ZSU_WM</b>

## CHAPTER 2: GETTING STARTED

### 2-1 WEBSITE REGISTRATION

The first thing you will need to do is to register on the San Juan CERAP website. The website will contain resources, news, events and other features. Registering on the website is mandatory, please follow the steps below:

The current San Juan CERAP website is: <http://www.sanjuan.vatcar.org>

To register, hover over LOGIN on the top right of the website and select REGISTER and complete the form.

Please ensure you use the following username format:  
CID First Name Last Name (ex. 555555 John Smith)

If prompted, the Invitation code is **ZSU@2020#**.

***You MUST have followed the steps correctly or the account will be deleted.***

### 2-2 CANVAS LMS REGISTRATION

The **Canvas LMS** is the approved training platform for the division. You can find more information in the training area of this manual but essentially, it contains a summary of the material needed to control as well as the theoretical examinations required. In order to register on Canvas LMS,

Go to: <https://canvas.instructure.com/enroll/FLTBL7>

and click to create an account. This link will enroll you in the S1 Course. If you have a higher rating, you will be provided links to other courses at a later time.

### 2-3 SCHEDULING TRAINING

Once you have registered and have gone over the initial material in Canvas LMS you can go ahead and request your first Session. To do so, visit:

<https://zsucerap.setmore.com>

From the list select INTRODUCTION, choose NEW CONTROLLER ORIENTATION, select your preferred Mentor or Instructor, Pick your preferred date and time, and complete the form. You will receive an email confirmation of your selection.



## CHAPTER 3: TRAINING

### 3-1 TRAINING PLATFORMS

Training in San Juan CERAP will be conducted in the approved training platforms established by the facility and/or the Division. Course materials, including exams and quizzes will be held on the Canvas LMS system. Information about the platform can be found in the Welcome Email or in the San Juan CERAP website. Canvas LMS will mostly be used for the theoretical part of becoming a controller. Students are encouraged to complete the coursework on their own but if they need to, students are welcomed to ask for help by contacting the training staff.

Practical sessions will be held using the Discord server. Information on Discord can be found in the Welcome Email or Section 1 of this order. Practical sessions will also be held on the network or using the Sweatbox server. Your training staff will further assist you to set up your scope.

### 3-2 TRAINING PROCEDURES

As stated above there are two components to the training, the Theoretical part and the Practical part. Students are expected to complete the coursework on their own. This will improve the effectiveness of the training staff time. Once a student is ready to start the training, he/she will ask for a training session using the Setmore scheduling system. A link can be found on the website or in section 2 of this order.

### 3-3 TRAINING POLICIES

Our training team consists of volunteers who take time out of their schedules to perform training sessions. As such, if a student misses a training session there will be consequences stated below. Keep in mind that missing a session means not cancelling a training session within 2 hours of the training session start time. If a student does not show up after 15 minutes of the scheduled start time on Discord, the session will be marked as missed.

Consequences for Missing Sessions:

- 1st Missed Session 48 hour wait time to schedule a session
- 2nd Missed Session 7 Days wait time to schedule a session
- 3rd Missed Session Counselling with the Training Administrator
- 4th or More Session Additional penalties imposed by the TA

After 6 calendar months of Missed Session, the student will reset. The ATM, DATM and TA have the right to waive any of the penalties.



### **3-4 CONTROLLER RATINGS**

Once a student has completed all of the coursework established and the training staff feels the student is ready to obtain a rating, the staff will submit a recommendation for an OTS (Over the Shoulder) Exam. The OTS will be held on the network or in Sweatbox with two members of the training staff and one of them being an Instructor. The OTS will follow the guidelines established in the OTS rubric in the Canvas LMS. If a student passes the examination, the staff will send the recommendation to the TA or senior staff and the rating will be processed.

### **3-5 CONTROLLER RESOURCES**

#### **3-5-1 FILES**

San Juan CERAP facility files are located in the Controller's area of the website under Resources & Downloads. Official facility files are maintained by the Facilities Engineer. San Juan CERAP strongly discourages any member from modifying the facility files in any way without permission of the facility engineer. Since files are updated on a routine basis, we ask that you keep up to date with the website and pay attention to your emails in case there is an update. The Alias file is suggested for use and we encourage controllers to make changes if they want to customize an aspect of it.

#### **3-5-2 PREFERRED ROUTES**

Preferred routes have been established for many city pairs within the ZSU CERAP, and between major airports in other ARTCCs, especially neighboring facilities. Preferred routes help ensure an orderly flow of traffic inside ZSU, other ARTCCs and FIR's. Preferred routes are provided during the controllers briefing on each event.

## CHAPTER 4: VISITING/TRANSFERRING CONTROLLERS

### 4-1 TRANSFER/VISITING CONTROLLER TRAINING PROCESS

Transfer and Visiting controllers will generally follow the same flow of Home controllers. If a controller transfers with an Observer rating, then he will follow the normal training flow:

Transferring with a Student (S1) Rating

- Complete San Juan Ground SOP Exam
- Perform a checkout with an Instructor or mentor
- **\*\*San Juan CERAP does NOT accept any visiting S1 controllers\*\***

Transferring or visiting with a Student 2 (S2) Rating

- Complete San Juan Tower SOP Exam
- Perform a checkout with an instructor or mentor
- Complete Juliana Tower SOP Exam
- Perform a checkout with an instructor or mentor

Transferring or visiting with a Senior Student (S3) Rating

- Complete San Juan Approach SOP Exam
- Perform a checkout with an instructor or mentor
- Complete Juliana Approach SOP Exam
- Perform a checkout with an instructor or mentor

Transferring or visiting with a Controller (C1) Rating

- Complete San Juan Approach SOP Exam
- Perform a checkout with an instructor or mentor
- Complete Juliana Approach SOP Exam.
- Perform a checkout with an instructor or mentor
- Complete San Juan Center SOP Exam
- Perform a checkout with an instructor or mentor

- Visiting controllers will NOT receive additional training because they do not meet the foundational requirements for the position.

- If a visiting controller would like to be checked out for a position below his rating, he has the option to do so.

- **Regardless of rating, all visiting controllers MUST pass San Juan checkout prior to requesting a Juliana training or checkout.**



#### 4-2 VISITOR MINIMUM REQUIREMENTS

In order to be a Visiting Controller at San Juan CERAP a candidate must meet and continue to follow the requirements below at all times:

1. Be a member of VATSIM in Good Standing (Good standing are all accounts not currently suspended)
2. Hold a rating of Student (S2) or higher.
3. Complete an Application on the VATCAR Website
4. Control 50% or more of your controlling time per calendar month in your home facility.
5. Control a minimum of 3 hours each calendar month.

***Given ZSUs special air space configuration, controllers from VATUSA will be checked out under FAA procedures at SJU. All other controllers will be checked out under ICAO procedures at SXM. Any center controller will be REQUIRED to show both FAA and ICAO competencies.***

#### 4-3 VISITOR SELECTION PROCESS

If a candidate meets the requirements stated above, his/her application will be taken into consideration. The main priority in controller selection is given to Home Controllers. As such, if there isn't enough resources to train visiting controller candidates, the application may be rejected or placed on hold until there is more availability in the training department.

#### 4-4 TRANSFER/VISITOR STATEMENT

San Juan CERAP would like to make it clear that if a home controller visiting elsewhere is in violation of the VATSIM Transfer & Visiting Controller Policy, they will be subject to disciplinary action taken by ZSU & VATCAR. We remind you that all visiting controllers MUST adhere to the minimum requirements stated above. All visiting controllers must complete 50% or more of his/her controlling hours within a calendar month in his/her home facility. Transferring and Visiting Controllers must also follow all rules stated in the VATSIM Transfer and Visiting Controller Policy Failure to do so will involve disciplinary action including but not limited to:

- Referral to Controllers home facility/division
- Roster Removal
- Referral to Division Staff if necessary

## CHAPTER 5: ZSU STAFF

### 5-1 POSITIONS OVERVIEW

#### **Air Traffic Manager (ATM)**

The ATM is responsible for overseeing all aspects of the facility. He/She works with the DATM and the rest of the staff to administer and develop new resources for the facility. The Air Traffic Manager is a member of the division staff and will be selected by the division staff of VATCAR. The ATM will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The ATM will report to the VATCAR Division Director.

#### **Requirements**

- Must have at least a Controller 1 Rating. (Instructor 1 Preferred)
- Minimum 1 year of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Must have good written and oral communication skills.
- Must be able to work in a team environment.
- Must have no significant disciplinary history or record of unprofessional behavior.
- Must display a Humble attitude

#### **Duties**

- Functions as VATCAR staff member and attends periodic meetings to report on facility activities and to stay abreast of VATCAR issues and policies.
- Establishes a facility website and oversees its maintenance.
- Initiates and obtains VATCAR Director approval for FIR Standard Operating Procedures, Letters of Agreement and other appropriate documentation.
- Provides for coordination of position assignments and restrictions as necessary.
- Provides guidance and help to assigned controllers or guests.
- Works with FIR and Division-level Events Coordinators on events that may affect the facilities airspace.
- Establishes testing and training as defined, and in accordance with, the VATCAR Training policies.
- Establishes a Deputy ATM position and defines the duties of that position; submits selection to VATCAR Director for final approval and announcement.
- Nominates Instructor candidates to the Training Services Administrator for approval and announcement.
- Recommends disciplinary actions to the VATCAR Director.



**Deputy Air Traffic Manager (DATM)**

The DATM is responsible for administration, development, and oversight of the San Juan CERAP in coordination with the Air Traffic Manager. The DATM will be responsible for all of the roles of the ATM in the event of his absence. The DATM will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The DATM will report to the ATM. The duties are not limited to those described above or below. The DATM may be assigned additional duties.

**Requirements**

- Must have at least a Controller 1 Rating. (Instructor 1 Preferred)
- Minimum 1 year of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Strong knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Administration of the San Juan CERAP Roster.
- Administration of the Facility in the absence of the Air Traffic Manager.
- Functions as CERAP Senior Staff member and attends periodic meetings to report on CERAP activities and to stay abreast of VATCAR issues and policies.
- Monitoring the state of the facility.
- Assisting in development and rollout of major projects.
- Other Duties assigned by the Air Traffic Manager.

**Training Administrator (TA)**

The TA is responsible for administration, development, and oversight of the San Juan CERAP training program. The TA will be responsible for the development and maintenance of all CERAP training material, to include courses, quizzes, and additional supplemental documentation. The TA will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The TA will report to the ATM. The duties are not limited to those described above or below. The TA may be assigned additional duties time to time.

**Requirements**

- Must have at least a Controller 1 Rating. (Instructor 1 Preferred)
- Minimum 1 year of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Strong knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Oversight of the San Juan CERAP Training Program.
- Development of Training Materials.
- Administration of the CERAP Roster.
- Administration of the Instructor & Mentor Program.
- Selection and oversight of the Instructor & Mentor Staff.
- Assessment of the capabilities of facility Members.
- Assists in the development and execution of CERAP projects.
- Functions as CERAP Senior Staff member and attends periodic meetings to report on CERAP activities and to stay abreast of VATCAR issues and policies.
- Assists in coordination of position assignments/restrictions as necessary.
- Provides guidance and help to assigned controllers or guests.
- Conducts testing and training as defined, and in accordance with, the VATCAR and ZSU Training materials.
- Optionally, conducts additional training and testing on area-specific subjects.
- Other duties as assigned by the ATM

**Facility Engineer (FE)**

The Facility Engineer is in charge of creating, developing and updating the files for the facility. This individual will be expected to keep the sector files up to standards and find ways to develop new resources for the facility. The FE will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The FE will report to the DATM. The duties are not limited to those described above or below. The FE may be assigned additional duties time to time.

**Requirements**

- Must have at least a Student 2 Rating. (Student 3 Preferred)
- Minimum 6 months of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Design and maintain all CERAP sector files.
- Develop and maintain position files, alias files.
- Service VRC atc client. (vSTARS & Euroscope a plus)
- Maintain up to date AIRAC cycles on both sector files, and website airport data.
- Responsible for filing and receiving appropriate FOIA requests relevant to San Juan CERAP.
- Assist in local airspace design and flow management tailored for the virtual environment.
- Assess and report on area scenery available to pilots, recommending any scenery (or links to scenery) to be posted for pilot access.

**Events Coordinator (EC)**

The Events Coordinator will be in charge of creating and maintaining the Events program of the facility. This individual will be the liaison to other facilities and organizations of the network. The EC will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The EC will report to the DATM. The duties are not limited to those described above or below. The EC may be assigned additional duties time to time.

**Requirements**

- Must have at least a Student 2 Rating. (Student 3 Preferred)
- Minimum 6 months of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Works with the ATM and DATM to develop the Events Program.
- Works with, and coordinates with the ATM, DATM, TA, and FE on event concepts and execution.
- Implements and works with the DATM to oversee approved events.
- Coordination of facility sponsored Events with adjacent air traffic facilities to arrange support for events.
- Liaison to neighboring facilities and VATSIM Event Staff.

**Webmaster (WM)**

The Webmaster will be in charge of maintaining and developing new features for the San Juan CERAP website. This individual will be working with the code of the facility and will find new ways to improve the systems used in the website. The WM will be expected to maintain an online presence on the ZSU Discord and the VATSIM Network. The WM will report to the DATM. The duties are not limited to those described above or below. The WM may be assigned additional duties time to time.

**Requirements**

- Must have at least a Student 2 Rating. (Student 3 Preferred)
- Minimum 6 months of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Maintains all HTML and PHP code used with this website.
- Backup all wordpress data, files and other media content.
- Designs and programs new applications as requested by the ZSU Staff.
- Website graphics designer.

**Instructors**

Instructors are responsible for assisting the Training Administrator in administering training sessions, overseeing the training program of the facility, assisting new members, and monitoring the performance of current controllers as well as performing controller exams. Instructors are expected to maintain an online presence on the ZSU Discord and the VATSIM Network. Instructors will report to the Training Administrator. The duties are not limited to those described above or below. Instructors may be assigned additional duties time to time.

Keep in mind that Instructors are regulated by VATCAR and as such the official requirements that must be followed are in the VATCAR Policy area.

**Requirements** (Subject to VATCAR Policy Change)

- Must have above average knowledge of VATSIM, VATCAR, and CERAP rules and regulations.
- Must have excellent knowledge of ATC matters.
- Must have great pedagogic skills.
- Must have a good command of the English language, both written and spoken.
- Must NOT have any serious disciplinary history within VATSIM & VATCAR.
- Must have served as a Controller (C1) for at least 200 hours ONLINE before eligible for this function. *(The minimum control time can be waived by VATCAR1, VATCAR2 or VATCAR3 if pertinent reasons exist to award an Instructor function for specific purposes.)*
- Must be nominated by the local Air Traffic Manager or local Training Administrator if delegated by the VATCAR1, VATCAR2 or VATCAR 3.

**Duties**

- Conducts testing and training as defined, and in accordance with, the VATCAR and ZSU Training materials.
- Responsible for development of the capabilities of Controllers through execution of the Training Program.
- Continually assess the capabilities of the CERAP personnel for the TA.
- Optionally, conducts additional training and testing on area-specific subjects.
- Maintains an active training profile.
- Member of the Facility Advisory Board.
- Other duties as assigned by the TA

**Mentors**

Mentors are responsible for assisting the Training Administrator in administering training sessions, overseeing the training program of the facility, assisting new members, and monitoring the performance of current controllers. Mentors are expected to maintain an online presence on the ZSU Discord and the VATSIM Network. Mentors will report to the Training Administrator. The duties are not limited to those described above or below. Mentors may be assigned additional duties time to time.

**Requirements**

- Must have at least a Student 2 Rating. (Student 3 Preferred)
- Minimum 6 months of active experience on the VATSIM Network.
- Must have availability to control at least 5 hours a month.
- Knowledge of ICAO and FAA procedures (ICAO 4444 & FAA 7110)
- Candidates must be willing to transfer to VATCAR upon offer of position if not already a VATCAR controller.

**Duties**

- Conducts testing and training as defined, and in accordance with, the VATCAR and ZSU Training materials.
- Responsible for development of the capabilities of Controllers through execution of the Training Program.
- Continually assess the capabilities of the CERAP personnel for the TA.
- Optionally, conducts additional training and testing on area-specific subjects.
- Maintains an active training profile
- Member of the Facility Advisory Board.
- Other duties as assigned by the TA.

## 5-2 STAFF POLICIES

Staff members are selected to serve the facility and be an example to fellow controllers. As such, members of the staff team are held to a higher standard within the facility. Members of the staff team must follow all rules and policies stated in this order as well as rules stated in the VATSIM Code of Conduct, Code of Regulation, User Agreement and overall policies.

If a staff member is found to be in violation of any of these policies, they will be subject to removal from their position or placed in a probation period. Staff members may lose or have limited powers as part of a disciplinary sanction, probation period or investigation. Staff members are expected to be active members of the facility.

If a staff member is found to be missing or fails to respond to emails within a reasonable amount of time, they may be removed at the discretion of the Air Traffic Manager.