



EDMONTON CZEG SOP

Standard Operating Procedures

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Section 1 – Introduction, Overview and Mission Statement

This Standard Operating Procedure (SOP) provides a clear baseline for the continued and sustainable operation and governance of the CZEG FIR.

The Virtual Edmonton Flight Information Region (CZEG FIR) mission is to provide courteous and professional simulated air traffic control (ATC) services while balancing real-life ATC and ATC services within the simulated environment facilitated by VATSIM. We provide simulated ATC services while promoting a welcoming and learning environment where all VATSIM members (pilots and controllers) can enhance their skills.

The vision of the CZEG FIR is to build and consolidate our reputation within the network and play an active role in continuously improving the services provided by air traffic controllers within the VATSIM network. We do this with particular emphasis on the Edmonton FIR and VATCAN.

Section 2 – General Requirements and Procedures

Section 2.1 – Signing on Procedure

Always check TeamSpeak before signing on to an active position. Any controller wishing to log in to the network must coordinate with online Edmonton FIR controllers before doing so. Ensure you get a proper briefing from the controllers above and below before logging into the network. Refrain from relying on VatSpy or similar traffic tools to determine if a position is active, as they have a delay in their feed and often need to update accurately. Stay on TeamSpeak while on an active position. There are dedicated controller voice rooms available if the Chinook lounge is too chatty.

Enroute controllers are to announce their presence on the ES ATC channel if adjacent FIR/ARTCC enroute controllers are online. Please remember that CZEG borders Vancouver, Toronto, Montreal, Anchorage, Seattle, Salt Lake, Greenland, Reykjavik, Moncton, Gander Oceanic and Winnipeg, so a heads-up to those controllers is expected.

The minimum connection time for any position in the FIR is one continuous hour.

Section 2.3 – Shift Change Briefings

The shift change process simulates the real-world practice used by Nav Canada (which is transparent to the pilot) and maintains the functionality of Euroscope.

To coordinate the transition, incoming and outgoing controllers should occupy the same chat room in TeamSpeak.

The incoming controller should familiarize themselves with the general traffic situation using a service such as VatSpy, Vattastic, or

SimAware. There is some lag in how these services update, so this is a basic overview of the airspace. If traffic warrants, Delivery, Ground, and Tower controllers may connect as observers before the shift change to facilitate the controller briefing.

As usual, the incoming controller should prepare their session for login using the same call sign as the outgoing controller.

The incoming controller should verify the current runway configuration and any relevant ATIS information.

At a mutually convenient time, the outgoing controller should disconnect from Euroscope and Audio for VATSIM, and the incoming controller should connect.

When the incoming controller is ready, the outgoing controller can provide a briefing by referring to their notes, one of the above services, or a screen capture. In the briefing itself, discuss the status of any aircraft under your control, including any amendments or nonstandard items.

During events or times of high volume, controllers should log in as _1_ for the required position and prime the position's frequency. Transfer of control will be negotiated between the incoming and outgoing controllers once the controller briefing is concluded and both controllers are satisfied that transfer of control may occur. The outgoing controller is encouraged to remain with the incoming controller for a few minutes to answer unforeseen questions from the briefing.

CZEG_FSS controller change procedures involve the incoming controller connecting to CZEG_E_FSS before controller briefing.

The above procedure ensures a seamless shift change unnoticed by pilots and protects the integrity of ownership in Euroscope.

Section 2.4 – Signing Off Procedure

Before signing off, check on TeamSpeak to ask if another controller is interested in your position. If another controller cannot take over your position, inform each aircraft that you are signing off and transfer them to the next highest controller or UNICOM.

Ten minutes before signing off, Enroute controllers should announce that the position will close on the ATC channel. The .break command can also be used.

Section 2.5 – Real-World Procedures

To be able to provide the best available services to our global community of pilots, the following rules apply:

VFR flights under IMC conditions – Every pilot can set “clear skies” in their simulator; hence, we cannot close an airport due to bad weather. Advise pilots of the weather conditions but do not deny services. (VATSIM policy)

Simulation of tower closures during nighttime – Since VATSIM is a global environment where pilots and controllers are in different time zones, we will never close Ground or Tower to follow real-world procedures.

Runway assignments – Traffic permitting, attempt to accommodate requests to depart from a non-standard runway. Advise the pilot of any anticipated delays, for example: “Runway 13 for departure, expect a 20-minute delay for arriving/departing traffic”.

NOTAMs – Any real-world NOTAMs can be simulated at the controller’s discretion and the pilot’s acceptance. If a pilot requests

observance of any real-world NOTAM or procedure, it is at the controller's discretion to accommodate. Students will be given specific instructions on how and when to accommodate pilot requests that may be contrary to current airfield operations.

Section 2.6 – Participation Requirements

CZEG FIR is a group of like-minded aviation enthusiasts. While participation is voluntary, the FIR relies on its controllers and staff to participate online and during events to further its reputation within the VATSIM/VATCAN organizations. However, controllers are required to maintain minimum monthly online hours to remain active members of the FIR. These requirements are outlined in detail in the section 4.2 of this document.

Section 2.7 – Controller Rating Promotions

Section 6 of this document details controller requirements to progress through controller ratings (S1 through C1). The participation and enthusiasm of individual controllers within the FIR are paramount. They will factor heavily as a critical element in promoting controllers to higher ratings, such as a radar or enroute controller.

Section 2.8 – SOP Compliance

Accepted members of the CZEG FIR must read, understand, and agree to comply with the rules and procedures as outlined in this SOP. Please abide by the SOP to avoid losing CZEG controlling privileges.

Section 2.9 – Online Behaviour

As a member of the CZEG FIR, you represent the FIR and are expected to uphold and promote the FIR Mission Statement outlined in Section 1 above. It is expected that you agree to learn and understand (within reason) the local regulations in the various VATSIM regions that you may

be participating in. This is as a visiting controller, flying into, or through as a VATSIM pilot. In other words, respect other regions as you expect controllers and pilots to respect the local regulations within the CZEG FIR. All CZEG FIR members are subject to and are expected to follow and comply with the VATSIM Code of Conduct (CoC) and Code of Regulations (CoR).

Section 2.10 – Managing Difficult Pilots

The Edmonton FIR holds our controllers to a very high standard of professionalism in all aspects of our online hobby environment, VATSIM, and we expect that the hobby environment remains a safe and fun place for our controllers to enjoy.

It is an expectation of the VATSIM CoC that pilots:

- Behave courteously and respectfully at all times [CoC A1];
- Exercise patience and tolerance towards others [CoC A10];
- Contact the controller before entering their airspace AND that pilots are REQUIRED to respond to a “Contact Me” on frequency [CoC B3A];
- Comply with all agreed-to (read-back) air traffic control clearances or instructions [CoC B8(a)];
- Comply with basic ATC instructions, including holding (on the ground and airborne); flying a speed, heading, altitude/flight level; approaches (visual or instrument); flying a cleared route [CoC B8(c)];
- DO NOT threaten, harass, abuse, intimidate, stalk or violate anyone’s legal rights (including privacy) members [[VATSIM Code of Regulations](#) 6.03(A)].

We cannot control who flies in our airspace. However, we can provide options and support to our controllers and empower them to respond to difficult pilots. These options consider both the enjoyment of controllers and the positive experience of other pilots flying in our airspace.

When encountering difficult pilots, the Edmonton FIR will always support controllers when they exercise any combination of the following options professionally and respectfully:

1. Engage a supervisor using the.WALLOP command;
2. Reporting the incident to the FIR Chief (if a pilot has a known affiliation with a virtual airline, FIR or ARTCC – the FIR can work with the affiliated organization);
3. Politely responding to difficult pilots in a similar manner; and
4. Ignoring the pilot/denying services by advising the pilots to monitor UNICOM.

Options 1 and 2 are preferred as they create a record of the behaviour that can be used to enforce disciplinary action; however, we recognize that these options can be burdensome as they “drag on” the situation.

When exercising Options 1 and 2, Controllers should capture as much information as possible (i.e., dated screenshots, recordings of the frequency, chatlogs, etc.) as this will support supervisors/FIR staff with enforcing behaviours.

Section 3 Staff Positions and Responsibilities

The table below outlines the staff positions at the CZEG FIR.

Participation as a staff member is voluntary, and qualified controllers are welcome to apply for any open position. All new staff members are subject to an initial probation period of at least 60 days. All applicants for a staff position at CZEG must meet the rating criteria and have a clean VATSIM record (no minor infractions in the last six months and no major infractions in the previous 24 months).

STAFF POSITION	REPORTS TO	MINIMUM RATING	RESPONSIBILITIES
FIR Chief (FC)	VC1	C1	Responsible for day-to-day operations of the FIR. In the absence of a Chief Instructor, the Chief is primarily responsible for all ATC training in the FIR. Appointed by the VATCAN Division Director (VC1). Sits as a member and represents the interests of the FIR on the VATCAN Executive Committee.
Deputy Chief (DC)	FC VC1	C1	To assist the FIR Chief in all matters related to the day-to-day operations of the FIR. Primarily responsible for roster and visiting controller supervision. Appointed by the FC and VC1. This position takes over for FC during FC's absence as acting FIR Chief.
Chief Instructor (CI)	FC VC3	I1	Responsible for all training, instructor/student matchups, exam assignments, and promotions in the FIR. Jointly appointed by the FC and VATCAN Training Director (VC3). Interfaces directly with VC3 on CZEG and VATCAN training procedures and phraseology.
Instructor (I)	CI	I1	To assist the Chief Instructor with all training. Recommended by the FC and CI, instructors are appointed by VC3 after completing instructor training.

Mentor (M)	CI	S3	To assist the instructors with all training. Recommends students for position endorsements and exams. Mentors can only train at positions lower than their rating in conjunction with the student's primary instructor (i.e., Mentors with S3 rating can teach Delivery, Ground, and Tower). The FC and CI jointly appoint them.
Facility Engineer (FE)	FC	S2	Keeps all radar client sector files current. Monitors changes in real-world procedures and notifies the FIR of updates. Appointed by the FC.
Events Coordinator (EC)	FC	S2	Organizes all events in the FIR and liaises with virtual airlines and neighbouring ARTCCs/FIRs. Responsible for maintenance of event sign-up pages, website graphics, write-ups, and supervising events. Interfaces with Webmaster and is responsible for all social media, FB, Twitter, and web NOTAMs. Works under the guidance of, and is appointed by, the FC.
Webmaster (WM)	FC	S2	Processes all new user registrations on the website and forum within 12 hours of receipt. Ensures prompt posting of all updates to the website. Is appointed by and works under the guidance of the FC to enhance and maintain the website.
Assistant Facility Engineer (AFE)	AFE (non-staff)	S2	Assists the Facility Engineer.
Assistant Events Coordinator (AEC)	AEC (non-staff)	S1	Assists the Events Coordinator.
Event Steward (ES)	ES (non-staff)	S2	Appointed by the EC on an event-specific basis, they are responsible for controller coordination and communication to ensure a smooth event.

Section 4 Membership

Once accepted by the FC, any VATCAN Member who has requested assignment or transfer becomes a member of the CZEG FIR. They will be included on the roster.

Controllers included in the CZEG FIR roster are the only controllers authorized to login at CZEG controller positions and only for those they are certified.

Section 4.1 – Membership Status

Active	A member of the CZEG FIR is an active controller if they have logged the minimum hour requirements as per section 4.2.
Inactive	A member of the CZEG FIR is an inactive controller if they have failed to meet the requirements as per section 4.2.
Leave of Absence (LOA)	A member of the CZEG FIR may apply in writing to the FIR Chief or his designate for a leave of absence. Controllers must have complied with section 4.2 for the 30 days before the LOA request. Controllers will maintain an inactive status throughout the LOA period.
Visiting	A controller who is an active member of another FIR/ARTCC can apply to become a visiting controller in the CZEG FIR. A visiting controller is an active visiting controller if they comply with section 4.2.

Section 4.2 – Online Requirements

To remain active, a home or visiting controller must control 3 hours within three months. The three months will be based on standard calendar quarters.

The FIR website will show monthly activity for the current calendar month only. Please use stats.vatsim.net or contact an executive staff member to determine your three-month total.

VATSIM Global Controller Administration Policy (GCAP) 9.4(c)(i).

Section 4.3 – Visitor Application Process

The CZEG FIR welcomes visiting controllers, with a S3 rating or higher, from other VATSIM FIRs and ARTCCs on an instructor-available basis and with the approval of the FIR Chief after verification of good standing on VATSIM. To be considered, applicants must have at least 50 controlling hours at their current rating in their home FIR. Visiting controllers are subject to the CZEG SOP, like an Edmonton home controller, and are expected to follow it. Visiting controllers are subject to monthly hours requirements per section 4.2 to remain on the active controller roster.

Application to become a visiting controller can be made via the VATCAN website (www.VATCAN.ca) under the Visiting Controller Application section.

Section 5 Quality Assurance

The Edmonton FIR takes pride in counting our members as some of the best-trained, competent, and courteous controllers in VATCAN. In keeping with these high standards, it is essential to have a proper quality assurance program. The goal is to encourage controllers to continuously improve their knowledge and ATC practices. We aim to provide a courteous, consistent, competent approach to pilots and controllers. Our controllers and mentors are providing you with the opportunity to learn. The key to this knowledge is listening, reading and practicing.

Competency and currency standards are in accordance with *GCAP 9*. To ensure these standards, an authorized CZEG FIR instructor or mentor can monitor any controller at any time and may offer supportive suggestions or corrections through a debriefing or timely follow-up. If a controller requires a refresher or retraining session, the Chief Instructor may assign self study or request the controller schedule a training session with an instructor to facilitate CZEG competency requirements.

Section 6 Training

The following section outlines CZEG training flow, FIR induction policies, endorsements, and restrictions

Section 6.1 – S1 Unrestricted Facility Training / New Controller Induction Policy

1. *New Controllers* – All new controllers begin training programs in Ft. McMurray (CYMM) must meet the CZEG Unrestricted Airport Training Flow (s.6.1.1) requirements. Controllers are encouraged to contact their instructors and mentors with questions and training

requests; strict adherence to phraseology, basic controller skills, and facility knowledge is critical to advancement.

2. *Existing Controllers* certified to control unrestricted ground or tower positions, after a familiarization session with an instructor, may control any unrestricted ground or tower position at which they have demonstrated required facility knowledge.

Section 6.1.1 Unrestricted Airport Training Flow:

Initial ground and tower training will take place at Ft. McMurray (CYMM). Once the student has gained proficiency at controlling GND, they may be certified to control CYMM_GND at their instructor's discretion. Once certified at the GND position, students will continue training to control the TWR position.

A student certified to control CYMM_GND or CYMM_TWR must meet with their instructor, FIR Chief Instructor or FIR Chief for facility orientations at unrestricted airfields in the Edmonton FIR. Once these session(s) are completed to the instructor's satisfaction, students will be certified to control all unrestricted GND and, if certified, to control tower TWR positions in the Edmonton FIR. Unrestricted airfields are CYXY, CYZF, CYMM, CYQF, CYBW and CZVL.

- a) Existing S1 controllers must complete the requirements as per new controllers above. Upon successful completion, the controller is permitted to control all minor airports as per s.6.1.1 above.
- b) Existing S2 controllers must meet with an instructor for the FIR for facility orientations at the unrestricted airfields they wish to control as per sec.6.1.1 above.
- c) Existing S3 and C1 controllers must meet with an instructor for the FIR for facility orientations at the unrestricted airfields they wish to control as per sec.6.1.1 above.

- d) Existing S2, S3, and C1+ controllers wishing to obtain T2 endorsements for CYEG and CYYC and C1+ controllers who wish to obtain Supercenter endorsement must meet requirements as per sec. 6.2, 6.3 and 6.7.

Section 6.2 – S1 and S2+ Controllers CYEG Edmonton – VATSIM Tier 2 Endorsement.

Edmonton International Airport has been designated a Tier 2 facility by *GCAP 5.7* and requires a specific endorsement to control.

Edmonton International (CYEG) is our training and testing facility for advancement to S2 and S3 ratings. Upon demonstrating competency in controlling TWR positions at other CZEG unrestricted facilities, S1 students may be trained to control CYEG_TWR. Students soloed at CYEG will take their Over the Shoulder (OTS) exam here. S2 students may be trained and tested in terminal airspace at CYEG_DEP and CYEG_APP positions and take their S3 OTS exam on CYEG_APP.

Successful completion of the CYEG_TWR OTS exam will advance the student to an S2 rating. Successful completion of the CYEG_APP OTS exam will advance the student to an S3 rating.

Existing S2 and S3 controllers require a CYEG T2 Endorsement to control CYEG. Upon successful completion of facility training, passing a written examination and at the discretion of their instructor the student will be issued a Tier 2 certification for tower (S2/S3) and terminal positions (S3) This certification will be displayed on the official CZEG Roster.

Section 6.3 – S2+ Controllers CYYC Calgary – VATSIM Tier 2 Endorsement

Calgary International Airport has been designated a Tier 2 facility by *GCAP 5.7* and requires a specific endorsement to control.

Upon completing their CYEG OTS examination, S2 and S3 controllers may request training to control CYYC_TWR (S2) or CYYC_APP (S3). Training

will involve instructor-led familiarization with CYYC procedures. Upon completing this training, passing a written examination, and at the discretion of their instructor, the student will be issued a Tier 2 certification for the tower (S2/S3) and terminal positions (S3). This certification will be displayed on the official CZEG Roster.

Section 6.4 – Training Flow to S3 without T2 Endorsement

As per GCAP 8.5(e), the Edmonton FIR has a route for the controller to achieve up to an S3 rating without requiring an endorsement for CYEG or CYYC. Students who do not want a T2 endorsement may request their S2 and S3 OTS exams at CYMM – Ft. McMurray.

Section 6.5 – C1 Edmonton Centre (CZEG_CTR)

S3 students who have obtained their CYYC and CYEG Tier 2 endorsements may request training to control CZEG enroute airspace to start their final step to their Controller (C1) rating. Edmonton Centre training involves instructor-led training sessions to familiarize the student with enroute airspace and procedures. CZEG_CTR controls the Southern Control Area (SCA), including all Class C and Class D airports in the FIR. This will be the culmination of knowledge that the student has acquired thus far. Edmonton Centre must control all CZEG Class C and Class D airfields. The accumulated knowledge of the students' training from S1 through S3 will be essential in the students' training for the route and top-down environment.

CZEG_CTR is a restricted position in the FIR training program and can only be controlled with authorization from the Chief Instructor or FIR chief.

Existing C1+ controllers who wish to control CZEG enroute airspace must obtain their CYEG and CYYC Tier 2 and Supercentre endorsements.

Section 6.6 – Combined CYYC and CYEG Terminal – CZEG_APP

To aid in students becoming proficient in the enroute environment, CZEG_APP position has been created that combines CYEG and CYYC terminal airspace and the enroute corridor between them. CZEG_APP gives the student experience controlling CYEG, CYYC, CYBW, CZVL and CYQF top-down. This position requires Tier 2 CYYC_APP and CYEG_APP endorsements and special permission from the Chief Instructor or FIR Chief.

Section 6.7 – CZEG_FSS Super Centre Endorsement

Edmonton FSS (CZEG_FSS), also known as “Edmonton Centre,” expands coverage into the Northern Control Area (NCA) and the Arctic, covering approximately 8.5 million square kilometres of airspace. CZEG_FSS also controls about 1.5 million square kilometres of high-level airspace in the Winnipeg FIR (HUDSON, THOMPSON and SEVERN sectors.) Edmonton FSS has been rated a Supercentre by *GCAP 5.6* and requires a special endorsement to control.

CZEG_FSS requires an awareness of procedures with ten neighbouring FIR/ARTCCs, procedures and controlling of 4 Class C, 5 Class D and hundreds of Class E/G airfields. The bulk of flights in the northern region are generally en-route overflights. However, a controller can become easily task-saturated, focusing on the SCA and needs to be competent in simultaneously controlling the NCA and Arctic.

To control the enroute airspace in the Edmonton FIR, existing and visiting C1+ controllers must obtain their Supercentre endorsement. CZEG_FSS endorsement requires instructor-facilitated training and the successful completion of the endorsement exam. This certification will be displayed on the official CZEG Roster.

Section 6.8 – General Training Notes and Requirements

For all promotions (S2, S3 and C1), the student must pass a VATCAN written test and an Over The Shoulder (OTS) examination administered by a CZEG or VATCAN instructor.

To request training for a new rating, students must demonstrate knowledge of their current position and at least 50 hours of controlling at their current rating.

All training must be completed in the order of steps indicated.

If unable to attend a training session, students must advise their respective instructor or mentor by email at least 4 hours before their booked training session. Please do so to avoid loss of training privileges.

Section 6.9 – Exams

The CZEG FIR follows and uses VATCAN and FIR Induction and Endorsement exams as a requirement before granting ratings. Should a member fail to pass with a score of less than 80%, the member shall be ineligible to rewrite the examination for a period of

- in the case of a first failure, three days
- in the case of a second failure or subsequent failure, seven days

Section 6.11 – Transfers from Other FIRs and ARTCCs

Members from other FIRs/ARTCCs can transfer their membership to the CZEG FIR.

VATCAN General Division Policy Section 11 – FIR Transfers: Any VATCAN controller may request a transfer from their existing FIR to another FIR using the VATCAN password-protected transfer request form on the VATCAN website or by submitting a request in writing to the VATCAN Divisional Director.

The CZEG FIR Chief reserves the right to accept or refuse, with cause, any transfers to their FIR from any other FIR within the VATCAN division.

Section 7 – Authorized/Restricted Positions and Priority

Section 7.1 – Authorized Positions

CZEG FIR members are authorized to connect at their certified and cleared positions. Connecting at any other position may only occur under the supervision of an authorized CZEG FIR instructor or mentor or after being assigned the solo certification for a given position.

Section 7.2 - Restricted Positions

Restricted airport positions exist at some CZEG airports and for enroute controllers. These positions are as follows:

- a) **CZEG_FSS** - Supercentre: This position requires a Supercentre Endorsement per Section 6.7 of this document. Enroute controllers must log in as CZEG_FSS for Southern Domestic, Northern Domestic and Arctic. All other callsigns for enroute positions defined in our current sector files are for event use only and require authorization from the FIR Chief. Callsigns not defined in our recent sector files are strictly forbidden and may result in temporary or permanent revocation of controller privileges in the Edmonton FIR.
- b) **CZEG_CTR** controls the SCA only and is a training/event-only position. Edmonton C1+ controllers authorized to control CZEG_FSS must log in to that position when controlling the enroute environment to ensure complete coverage of the Edmonton FIR. CZEG_CTR use is with FC and or CI approval.
- c) **CYEG** - All positions require Tier 2 Endorsement as per Section 6.2.
- d) **CYYC** – All positions require Tier 2 Endorsement as per Section 6.3.
- e) **CZEG_APP** is a training position covering CYEG and CYYC terminal control areas. As per Sections 6.2, 6.3 and 6.6 of this document,

CZEG_APP requires Tier 2 Endorsement for CYYC and CYEG. It is a training-only position and requires authorization from the FIR Chief and the Chief Instructor.

- f) **CYYC Calgary split operation** positions CYYC_W_GND, CYYC_E_GND, CYYC_W_TWR, CYYC_E_TWR, CYYC_W_DEP, CYYC_DEP, CYYC_W_APP, and CYYC_E_APP are event-only positions requiring T2 endorsements and with FIR Chief approval.
- g) **CYZF_APP, CYMM_APP and CYXY_APP** are event/training-only positions with FIR Chief approval.

Section 7.3 – On-the-Job Training (OJT)

CZEG FIR members undergoing training at any facility can be granted permission by their instructor to control their training position (above their current rating) on the live network while supervised by a qualified CZEG mentor or instructor.

For example, an S1 student currently training on Red Deer Tower can be permitted by their instructor to log in as Red Deer Tower on the network with supervision after demonstrating proficiency.

Mentors and instructors providing supervision to trainees on the live network may only monitor one student below them if they are actively controlling or two students if they are observing but not controlling a position. Mentors may monitor students one level below their current rating (e.g., an S3 mentor can only monitor students on Tower or below). After each session, mentors and instructors must debrief their observed trainees and provide written training notes on conduct and suggested training points via the VATCAN website training notes system.

Section 7.4 – Solo Endorsement CYEG and CYYC

Except for CYYC and CYEG, a student controller is authorized to control any given position once they have received training and monitoring and proved they possess the knowledge and have had sufficient practice to oversee that

position alone. The authorization to control positions solo will be granted by CZEG training staff and will be designated on the FIR website roster page.

To control CYEG and CYYC positions, in accordance with GCAP 7.3, students require a Solo Endorsement. This endorsement will be listed on the VATCAN and FIR websites. After instructor-facilitated training and passing the CYYC and CYEG facility exam, a solo endorsement will be granted at the discretion of FIR instructors. This endorsement is valid for up to 90 days and only for the position for which it was issued. The solo-certified controller's responsibility is to ensure the certification is current and that the certification is shown on both the CZEG roster and the VATCAN solo certification page. Controllers should immediately refer discrepancies to their instructors and refrain from logging on to the position until the difference is resolved.

This endorsement allows the controller to get the required practice to become proficient in controlling the position before receiving a Tier 2 endorsement.

The CI grants solo endorsements for TWR and higher on the recommendation of the student's instructor.

Section 7.5 – Observers and Observing

Observers shall follow all VATSIM regulations. Members observing shall abide by the following:

- Max of 2 hours per session, with a visibility range not higher than 300 nm.
- The call sign ZEG_XX_OBS must be used, and the “Observer” option must be selected from the facility drop-down menu in the connection window. (“XX” denotes the observer's initials.)
- Observing using any CZEG FIR controller call sign (i.e., CYYC_DEL) is strictly forbidden.

Section 7.6 – Position Connection Priority

As per VATCAN/VATSIM policy, controllers log in on a first-come, first-served basis only to occupy positions for which they are certified. Should a controller be accidentally disconnected, they will be allowed to re-occupy their previous position upon immediate re-connection. Any controller who has taken over will have to surrender the said position.

*Note – during official CZEG or VATSIM events, Section 7.6 may be superseded by Section 9 of this document.

Section 7.7 – Additional Conditions and Restrictions

The following conditions apply to all positions:

- Controllers shall respect VATSIM's visibility range guidelines for the facility (Tower/Terminal/Center, etc.) they are logged on for to protect network bandwidth.
- Under no circumstances will a controller offer service at an airport that is not the airport of their call sign or authorized to do so, as detailed in the tables in sections 7.1 and 7.2 above.

Section 8 Authorized Software, Sector Files and Radar Clients

Section 8.1 – Software

The official radar client for CZEG FIR is Euroscope with the following authorized plugins: CanScope, RDF, vSMR, AFV-Euroscope-Bridge and Audio for VATSIM (AFV). Full support and training are provided for this radar client and its associated plugins. CZEG does not automatically support new releases of Euroscope, and they should only be used once tested by the FE. Other popular plugins, such as TopSky, are permitted but not supported by CZEG. The .sct and .ese sector files are protected by AeroNav copyright and may not be altered in any way. As per this SOP, no plugins or changes that interfere with providing ATC services are permitted. FIR staff will not provide support or training for plugins not listed in the official FIR distribution. As new software is developed and suggested for use within the FIR, the facility engineer is responsible for reviewing, evaluating, and recommending its use in the FIR to the executive committee and authorized by the FIR Chief.

Controllers are encouraged to suggest software to FIR management for further consideration, testing, and inclusion in our approved software list.

Section 8.2 – Sector Files

CZEG FIR controllers must download, install, and use only the latest release of the CZEG sector files. Links to install and update versions of the sector files are posted on the CZEG website and the CZEG Discord.

AeroNav creates updates with every AIRAC release. The update is released and available for download after the facility engineer revises the change log.

The .set and .ese sector files are protected by AeroNav copyright and may not be altered in any way.

Section 9 CZEG, VATCAN, VATUSA and VATSIM Events

From time to time, special events occur in the CZEG FIR. Controllers must book their desired positions on the edmontonfir.ca website to provide ATC services during these events. Positions and time online will be granted at the FIR Events Coordinator's (EC) discretion, based on experience and history of contribution/support to the CZEG FIR. Bookings will be communicated before the event via Discord and published in the event roster channel.

Any controller who has booked and been scheduled for an event position must attend that position or find a suitable replacement. Please do so to ensure your ability to participate in future events.

Members showing up at the last minute (during events) or who do not have an assigned position must contact the CZEG Event Coordinator or Event Steward for position availability and assignment before logging in. The Events Coordinator/Steward will immediately call or consult with the Chief Instructor or FIR Chief as required.

Section 9.1 – Events and Substitute Controllers

Controllers requesting a roster position for an official event must be certified at the requested position. Any controller on a solo certification for a requested position must get approval from the Chief Instructor to control that position. All other event roster assignments are at the discretion of FIR Staff.

For (and only during) official events and at the discretion of the FIR Chief, controllers having consolidated an S3 or C1 rating from another

FIR/ARTCC can be granted authorization to control within the CZEG FIR. Before the event, orientation to CZEG FIR airspace, policies and procedures is mandatory.

Discrepancies

In case of a disagreement or a discrepancy in the CZEG SOP, VATCAN policies and the VATSIM Code of Regulations (CoR) and Code of Conduct (CoC) shall take precedence. Report any discrepancy or disagreement to the FIR Chief for review.

Contributions

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