



VATSIM Network

United States Division

**New York ARTCC**

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# ***ZNY Training SOP***

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New York ARTCC

Initiated by: Pan Lalas

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# ZNY Training Program SOP

## Forward

This order provides direction and guidance for the ZNY Training Program currently in place at and under the administrative jurisdiction of the New York Air Route Traffic Control Center (NYARTCC). All personnel shall familiarize themselves with the provisions and procedures contained herein.

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# Chapter 1. Introduction

## Section 1. General

### 1-1-1. ZNY TRAINING PROGRAM OVERVIEW

This order prescribes a system of training that ensures a comprehensive and quality education for each ZNY controller. There are five main principles that provide the foundation of the training program:

1. Each major facility (EWR, JFK, LGA and PHL) shall have at least one instructor and mentor. They shall act as the primary point of contact for students at their respective facility.
2. A student may receive training or training status adjustments from any ZNY mentor or instructor.
3. A student may receive additional certifications at other major facilities up to and including their current level. This training may be provided by an instructor or mentor (up to one level below the level of the mentor who issued the certification) from the appropriate major facility. Original certifications after level 1 may come from an instructor or a mentor.

*Example: A Level 4 student at JFK wants to learn Level 4 at PHL. He may receive that certification from a Level 5 mentor at PHL, or any ZNY instructor.*

*Example: A Level 2 student passes the Level 2 test. He must also be certified by an instructor or Level 4 mentor to work Level 3. This is due to the fact the student had no previous Level 3 experience.*

4. A student has two options when it comes to his virtual ZNY career. Those two options are called Paths. The first one is the Major Path. The second is the Minor Path.
5. In order to receive formal training from an instructor or mentor, a student must schedule that session online through the "Training Request Forum." The exact procedure of how this system is to be used is indicated in the forum and the instructions must be followed exactly.

**1-1-2. ZNY CERTIFICATION LEVELS**

The ZNY Training Program operates under five levels of training. ZNY Level Certifications are issued by New York ARTCC in conjunction with the VATSIM Global Rating Policy (GRP) as depicted below:

| <b>ZNY Certification Level</b> | <b>ZNY Position</b>                      | <b>VATSIM Rating</b> |
|--------------------------------|--|----------------------|
| 0                              | New York ARTCC ATC in Training           | Pilot/OBS            |
| 1                              | <i>Reserved for future use</i>           | -                    |
| 2                              | Clearance Delivery and Ground Controller | DEL/GND (S1)         |
| 3                              | Tower Controller                         | TWR (S2)             |
| 4                              | Departure Controller                     | TMA (S3)             |
| 5                              | Approach Controller                      | TMA (S3)             |
| 6                              | Center Controller                        | En Route (C1)        |

**1-1-3. FACILITY CERTIFICATION**

Facility and position certifications for each controller are indicated via a color coded bar located on the ZNY Graphical Roster webpage. The certification bars indicate the highest ZNY Certification Level at which a controller may work for the given facility. Status icons displayed to the right of the controller’s name may indicate that a controller is under Observation (OBS), Ready for Testing (RFT), or Facing the Axe (AXE) due to inactivity. General controlling requirements and associated definitions are located in the ZNY Policies Manual.

## Section 2. VATUSA Training Program

### 1-2-1. VATUSA TRAINING PROGRAM OVERVIEW

In order to establish division wide rating standards in compliance with the VATSIM Executive Committee Global Rating Standards Policy (GRP2) rev. January 1, 2010 the VATSIM S2 (TWR) rating was introduced. In addition, VATUSA changed its MAJOR and NON-MAJOR facility distinction for each ARTCC. The following definitions apply to these policies:

- a) **Certification:** An ARTCC assigned endorsement of a controller's proficiency.
- b) **MAJOR Facility:** A designation for an airport or facility that has significantly high traffic levels or airspace complexity and requires additional training and certification to be effectively managed.
- c) **NON-MAJOR Facility:** Any controlled airport within the lateral boundaries of the New York ARTCC that is not designated as a MAJOR facility.

### 1-2-2. ZNY NON-MAJOR / MAJOR AIRPORT DESIGNATIONS

Airport/Facility designations are located in the ZNY Standard Operating Procedures.

## **Chapter 2. Basic Training**

### **Section 1. Non-Major Certifications**

#### **2-1-1.1. ZNY S1 CONTENT STANDARDS**

All ZNY S1 (DEL/GND) controllers shall become proficient in:

##### **I. General Control Procedures**

- a. Pre-Control Setup and Configuration
- b. Network Procedures
- c. Position Relief Briefing
- d. Coordination / Handoff Procedures

##### **II. Flight Plan Procedures**

- a. Accessing Flight Strip Data
- b. Flight Plan Amendments
- c. Preferred and Non-Standard Routing Procedures

##### **III. Clearance Delivery Procedures**

- a. VFR and IFR Clearance Procedures
- b. Squawk Code Assignments
- c. Clearance Issuance
- d. Departure Information

##### **IV. Ground Control Procedures**

- a. Movement and Non-Movement Areas
- b. Taxi and Ground Movement Operations
- c. Helicopter Taxi Operations

**V. Human Factors**

- a. Professionalism
- b. Appropriate Behavior
- c. Courteous Attitude

**2-1-1.2. ZNY S1 CERTIFICATION AND VATSIM S1 RATING**

Upon joining New York ARTCC controllers, who at the time of matriculation hold a VATSIM Pilot/OBS rating, will be assigned the written ZNY S1 Examination. After successful completion of this examination the student will be assigned the VATUSA S1 exam. After earning a passing score they will be issued the VATSIM S1 (DEL/GND) rating and will be assigned a clearance exam as provided for in Section 2-2-1.

**2-1-2.1. ZNY S2 CONTENT STANDARDS**

All ZNY S2 (TWR) controllers shall become proficient in:

**I. General Control Procedures**

- a. Pre-Control Setup and Configuration
- b. Network Procedures
- c. Position Relief Briefing
- d. Coordination / Handoff Procedures

**II. Local Control Procedures**

- a. Runway Selection
- b. ATIS Issuance
- c. Departure Procedures
- d. Arrival Procedures
- e. Spacing and Sequencing
- f. Taxi Into Position and Hold (TIPH) and Land and Hold Short (LAHSO)
- g. VFR Traffic Pattern
- h. Wake Turbulence Separation
- i. Converging or Parallel Runway Operations
- j. Missed Approach Procedures

**III. Emergency Procedures**

- a. Declaration of Emergencies
- b. Providing Emergency Assistance

**IV. Human Factors**

- a. Professionalism
- b. Appropriate Behavior
- c. Courteous Attitude

### **2-1-2.2. ZNY S2 CERTIFICATION AND VATSIM S2 RATING**

Upon completing 20 hours as a non-Major Delivery and/or Ground Controller the student **may** be assigned the written ZNY S2 exam. After successful completion of this exam, the student will be required to pass a checkout session, using either a live OTS session or in the Sweatbox environment in which he/she will demonstrate their ability to work air traffic. After successful completion of the checkout, the written VATUSA S2 exam will be assigned. Passing this exam will result in a promotion to VATSIM S2 (TWR) rating.

### **2-1-3.1. ZNY S3 CONTENT STANDARDS**

All ZNY S3 (TMA) controllers shall become proficient in:

- I. General Control Procedures**
  - a. Pre-Control Setup and Configuration
  - b. Network Procedures
  - c. Position Relief Briefing
  - d. Coordination / Handoff Procedures
  - e. Provide VFR Traffic Advisories
  - f. Provide Additional Services
  - g. Provide Clearance to In-flight Aircraft
  - h. Uncontrolled Airport Operations
  
- II. General Radar Procedures**
  - a. Ensure Separation Requirements
  - b. Aircraft Vectoring
  - c. Issuing Speed Control Instructions
  - d. Issuing Holding Instructions
  - e. VFR On Top

### **III. Radar Control Procedures**

- a. Radar Tracking an Aircraft
- b. Radar Identifying an Aircraft
- c. Aircraft Vectoring Procedures
- d. Point-out Procedures
- e. Satellite Airport Operations

### **IV. Instrument Approach Procedures**

- a. Precision Approach Procedures
- b. Non-Precision Approach Procedures
- c. Clearance from Initial Approach Fix
- d. Missed Approach Procedures
- e. Clearance to Alternate

### **V. Emergency Procedures**

- a. Declaration of Emergencies
- b. Providing Emergency Assistance
- c. Understanding Emergency Effects on Traffic

### **VI. Human Factors**

- a. Professionalism
- b. Appropriate Behavior
- c. Courteous Attitude
- d. Understanding Pilots

**2-1-3.2. ZNY S3 CERTIFICATION AND VATSIM S3 RATING**

When the student feels prepared to move up to ZNY S3, they may request observation from an instructor or mentor. If proficiency is deemed to be satisfactory the student will be assigned the written ZNY S3 exam. Upon successful completion of the exam the student will be required to pass a checkout session, using either a live OTS session or in the Sweatbox environment in which he/she will demonstrate their ability to work air traffic. After successful completion of the checkout the written VATUSA S3 exam will be assigned. Passing this exam will result in a promotion to VATSIM S3 (TMA) rating.

**2-1.4. PRIMARY TRAINING MATERIALS**

All of the required training material for each level (ZNY S1-C1) shall be provided by New York ARTCC. These materials include, but are not limited to, Flash Classes, individual training sessions, SOPs, weekly online training seminars, and network-based Over the Shoulder (OTS) and Sweatbox practical evaluations.

## Section 2. Initial Phase of Major Certification

### **2-2-1. PRIMARY FACILITY ASSIGNMENT**

Primary facility assignments are based upon the ARTCCs operational needs and the training demands at each facility. Requests to transfer to a different facility shall be executed as per the procedures outlined in the ZNY Standard Operating Procedures.

### **2-2-2. SUBMISSION OF PRACTICE CLEARANCE EXAM**

Controllers who wish to control at their assigned major facility must complete and receive an 80% or better on the practice clearance for that facility or, failing that, instructor/mentor approval before beginning their major training. The follow prerequisites must be completed:

- a. ZNY S1 as outlined in section 2-1-1.1
- b. VATSUSA S1 as outlined in section 2-1-1.2
- c. Become familiar with the information in the Introduction to Controlling 101
- d. Become familiar with the information in any assigned Flash Classes
- e. Have read and become familiar with the facility SOP
- f. Score a passing grade on any facility specific exams.

### **2-2-3. CERTIFICATION OF PRACTICE CLEARANCES**

Upon satisfactory completion of the submitted practice clearances, a facility based mentor or instructor will certify the practice clearances and permit the controller to work alone at their Major facility providing Clearance Delivery & Ground services. In the event the student fails to successfully complete the practice clearances he/she may be required to repeat the exam, complete an oral performance evaluation with an instructor or mentor, or do both, at the discretion of the Facility Coordinator.

## Section 3. ZNY Certification Level Promotions

### 2-3-1. TRAINING STATUS ADJUSTMENTS

**Observation:** Before being placed under Observation, the controller must have demonstrated a basic understanding of the material for his/her appropriate level and be prepared to take the next step towards mastery. In determining readiness instructors and mentors shall consider the following questions:

- a. Can they handle enough of the position on their own in order to be accurate and functional?
- b. Do they accept criticism and are they able to receive guidance from other facility Mentors and/or Instructors?
- c. Do they show a willingness to learn and an interest in making themselves a better controller?
- d. Do they understand the general concepts as presented in the current training level, and are they able to explain how their position coexists with the entire air traffic network?
- e. Are there any fundamental errors that are being consistently executed?
- f. Are the errors that are being committed a result of an advanced concept that has not yet been reinforced or introduced?
- g. Are they familiar with the SOP for their facility as it relates to their current ZNY Level?
- h. Do they interact appropriately and professionally with fellow controllers and staff members; and do they utilize effective coordination?

**Ready for Testing:** In order to be marked Ready for Testing, the controller must have demonstrated an advanced understanding of the material for his/her appropriate level and will be prepared to demonstrate their ability to work the position alone. In determining readiness, instructors and mentors shall consider the following questions:

- a. Can they fully handle the position on their own with absolutely no repetition of fundamental mistakes and only minor execution errors?
- b. Are they able to coordinate with other controllers?
- c. Are they completely familiar with the SOP for their facility as it relates to their current ZNY level?
- d. Would they be able to handle an unexpected situation that may arise without sacrificing the safety and enjoyment of other pilots?
- e. Would they be able to explain in detail the skills and techniques involved in operating their current level correctly?
- f. Are they a decent and acceptable role model for other controllers aspiring to reach their current level?
- g. Do they interact appropriately and professionally with fellow controllers and staff members, and do they utilize effective coordination?

### **2-3-2. TESTING PROCEDURES**

Once marked Ready for Testing the controller should make a training request in order to schedule a testing session. The instructor or mentor administering the test will assess the overall readiness and proficiency of the controller. The test will consist of two assessment areas:

- a) Practical Verification: While working traffic on the network with the instructor or mentor observing over the shoulder, the controller shall demonstrate proficiency and mastery in the operational procedures and phraseology required of the position under assessment.
- b) Oral Exam: At any time before, during, or after the Practical Verification, the instructor will complete an Oral Exam to test the controller's knowledge of operational procedures and phraseology required for the position under assessment.

The controller shall receive a numerical grade out of 100 for the Oral Exam for each area of assessment. A grade of 80 or greater and instructor or mentor endorsement for the practical verification will constitute a passing grade. Once a controller passes the performance verification they will be promoted to the next ZNY Certification Level as a *Developmental*.

Before being allowed to control solo at the next level the controller must receive an introductory training session covering the basics of the new level. After successful completion of the training session and after successfully completing the corresponding exam (S1, S2, S3) as required for certification by VATSIM, VATUSA and ZNY the controller will be able to work the position solo and the Developmental designation will be removed.

If a controller fails to successfully complete the testing process, their Ready for Testing status will be removed and they will be returned to the status of Observation. After receiving instruction from a mentor or instructor in the areas that require more study the controller will again be marked Ready for Testing and will once again be eligible to complete a performance verification.

## Section 4. ZNY Certification Levels 4 and 5 (DEP/APR)

### **2-4-1. RADAR CONTROL OVERVIEW**

Radar control encompasses positions that provide departure and approach separation services to aircraft within the terminal environment. Due to the complexity of the ZNY radar environment, in particular New York TRACON (N90), ZNY Certification Levels 4 and 5 require a great deal of study and practice. Controllers will not be marked Ready for Testing unless an instructor or mentor is completely satisfied that they have met all of the operational and procedural standards with proficiency.

### **2-4-2. LEVEL 4 AND 5 EXAMINATION**

See section 2-1-3.1-2.

All ZNY Level 5 controllers must also be proficient in:

- 1) Facility sectorization
- 2) ZNY Letter of Agreements (LOAs)
- 3) Local geography
- 4) Traffic flows

### **2-4-3. LIBERTY AREA - NEW YORK TRACON (N90)**

In order to be eligible to control the Liberty Area of New York TRACON (N90) a student must hold ZNY Certification Level 4 at all three primary N90 airports (JFK, LGA, and EWR) and successfully complete a performance evaluation with an instructor. The Liberty Area certification will be issued after the student is deemed proficient.

## Section 5. Certification at Other Major Facilities

### 2-5-1. CERTIFICATION RESTRICTIONS

The following conditions must be met in order to receive certifications at other Major facilities:

- a. A controller must obtain a ZNY level 4 certification before they are eligible to request training at a facility other than their primary.
- b. Controllers must complete training at one secondary facility at a time, up to and including their current ZNY Level earned at their primary facility, BEFORE being eligible to request additional cross-training at another facility.

*EXAMPLE: A LGA Level 4 controller studying JFK as a secondary may not work at PHL or EWR until reaching Level 4 at JFK.*

## Chapter 3. Advanced Training

### Section 1. En-Route Controller Certification (ZNY Level 6)

#### 3-1-1. EN-ROUTE CONTROL OVERVIEW

En-Route control encompasses the highest training level (ZNY Certification Level 6). In order to be considered for ZNY Level 6, controllers must first have received certification for all of the Major facilities up to and including ZNY Level 5, and must demonstrate proficiency and the ability to safely and efficiently separate aircraft while working the entire ARTCC.

#### 3-1-2.1 ZNY C1 CONTENT STANDARDS

All ZNY C1 (En-Route) controllers shall become proficient in:

##### I. General Control Procedures

- a. Pre-Control Setup and Configuration
- b. Network Procedures
- c. Position Relief Briefing
- d. Coordination / Handoff Procedures
- e. Separation Standards
- f. Special Flight Operations
- g. Weather Procedures

##### II. En-Route Radar Operations

- a. Request for Altitude Change
- b. Successive Arrivals and Departures
- c. Approach Control Saturation
- d. Loss of Radar Contact
- e. Route Change in Flight
- f. Pilot Deviations

##### III. Coordination With Other Controllers

- a. Request Control from Adjacent Sector
- b. Release Control to Adjacent Sector

##### IV. Application of Separation Rules

- a. Crossing, Converging, and Opposite Direction Traffic
- b. Overtaking Aircraft

##### V. Emergency Procedures

- a. Loss of Communication
- b. In-flight Emergencies
- c. Equipment Malfunctions
- d. Unexpected Aircraft Performance

**VI. Human Factors**

- a. Professionalism
- b. Appropriate Behavior
- c. Courteous Attitude
- d. Understanding Pilots
- e. Providing New Pilot Help

**3-1-2.2 ZNY CERTIFICATION LEVEL 6 AND VATSIM C1 RATING**

Prior to becoming a ZNY Certification Level 6 controller, a controller must be promoted to VATSIM En-Route (C1) rating by successfully completing the written VATUSA En-Route (C1) examination. The VATUSA En-Route (C1) examination shall be assigned at the discretion of the ZNY Training Administrator (TA).

All ZNY Level 6 controllers must be familiar with and exhibit proficiency in:

- 1) All Major Facility SOP's
- 2) N90 Flows and Configurations
- 3) Letters of Agreement (LOAs) with ZOB, ZDC, and ZBW

ZNY Certification Level 6 controllers marked Developmental will receive mentoring sessions while working traffic on the network and through training (Sweatbox) sessions. These sessions will be conducted by ZNY Instructors and Mentors who hold a current Level 6 certification. The controller must demonstrate comfort and ease while providing top down service for the entire ARTCC. A controller will be promoted to ZNY Certification Level 6 by consent of the majority of the instructional staff.

**3-2-1. ZNY OCEANIC CERTIFICATION (KZWY)**

Prior to training as an oceanic controller the controller must hold a VATSIM En-Route (C1) rating and must be ZNY Certification Level 6 and he shall have completed 50 hours online as a center controller elsewhere within the ZNY airspace. An oceanic controller shall be proficient in:

- 1) Time and Mach Number Separation Techniques
- 2) RVSM and MNPS regulations and Separation Requirements
- 3) Oceanic Clearances
- 4) Adjacent Oceanic and Domestic Facility Letters of Agreement (LOAs)
- 5) CPDLC Procedures

The certification shall be granted to the controller after completing an online training session with an oceanic certified instructor.

## Section 2. ZNY Instructional Staff

### 3-2-1. ZNY INSTRUCTIONAL STAFF OVERVIEW

Among other considerations, controllers who meet the following criteria are eligible to become members of the instructional/training staff:

- 1) At least ZNY Level 4 certified
- 2) In good standing with the instructional staff
- 3) Demonstrate considerable skill and ability at working their certified positions
- 4) Express eagerness and willingness to learn new material
- 5) Accepting of criticism and eager to gain further knowledge and expertise.
- 6) Excellent oral and written communication skills
- 7) Show great patience during adverse and difficult situations
- 8) Well respected amongst peers
- 9) Express leadership qualities
- 10) Follow directions and respect the rules that govern teaching positions

### 3-2-2. ZNY MENTOR AND INSTRUCTOR CURRENCY REQUIREMENTS

In order for the current mentors (MTR) and instructors (INS) to maintain their position status they must meet the following requirements:

- 1) Represent the ARTCC in a professional manner at all times.
- 2) Show professionalism and be courteous at all times while controlling or interacting with other ZNY staff members or students.
- 3) Remain current on changes to facility policies, procedures and SOP's.
- 4) Meet the monthly hourly controlling requirements as described in the ZNY Standard Operating Procedure.
- 5) Complete at least one training seminar each month. This session should be specific to at least one major facility.
- 6) Reply to and complete a reasonable number of training requests per month, including the review and correction of Practice Clearances.
- 7) Participate in the INS/MTR forum and provide feedback and comments regarding the progress of students, as well as provide evaluation notes during the Over the Shoulder (OTS) or Sweatbox (SB) sessions.

When a circumstance is not covered by the SOP, use good judgment and do not teach beyond your skill level. Instructors or mentors will never be penalized for making a good faith effort to teach, certify, or test someone.

All mentors and instructors will be reevaluated in order to maintain training staff proficiency. In-service education and training shall serve to ensure staff competency in the areas of controlling procedures and technique as well as an in-depth understanding of ZNY operations.

Mentors and instructors serve at the pleasure of the Training Administrator.