

Training Policy

VATSIM Network
Hellenic vACC

ATC001 – HvACC Subdivision Training Policy (SDTP)
Version 5.0



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1. Statement

The Hellenic vACC (HvACC) has provided high-quality virtual air traffic control services for over 25 years. Maintaining this standard remains the continuing objective of the HvACC Training Department (vACC TD). Prospective controllers must complete structured, regular training before any rating is granted, following the standards set division-wide by the VATEUD Division Training Policy (DTP) and, in turn, by the VATSIM Global Controller Administration Policy (GCAP).

It is essential that every candidate commits to the hours of training required as this commitment results in efficient, enjoyable and high-quality ATC services for everyone involved.

2. General Information

Every training course consists of:

1. A self-study theory course and examinations on the HvACC e-learning platform (moodle.hvacc.org);
2. Theoretical & Practical training with the HvACC Mentoring Team;
3. A theoretical examination provided by VATEUD, which must be passed on the trainee's own before any CPT is held for that rating;
4. A Controller Practical Test (CPT), in which the trainee demonstrates the appropriate ATC skills live on the network to be granted the corresponding rating (applies to S2 and above).

All theoretical & practical training (mentoring sessions) is conducted exclusively within the channels of the HvACC Discord server.

Any questions about the training process should first be directed to the Q&A section of the HvACC main website (www.hvacc.org) and then to the Training Department by e-mail at training@hvacc.gr.

3. Definitions

Term	Meaning
GCAP	The VATSIM Global Controller Administration Policy (VATSIM-POL-GCAP) — VATSIM's global policy defining access to ATC positions and setting the standard of ATC service that this Policy, and the DTP, must not fall below or exceed the bounds of.
DTP	The VATEUD Division Training Policy — the division-level policy this Training Policy must comply with, itself subordinate to GCAP.
Trainee / Student	An HvACC home member who has applied for VATSIM ATC training for any rating, or who is currently subject to training for any rating. A member who has completed a rating or endorsement but does not apply, or no longer wishes to apply, for the next rating or endorsement is not a trainee.
Controller ratings	Observer (OBS), Developing Controller (S1), Aerodrome Controller (S2), Terminal Controller (S3), Enroute Controller (C1), Senior Controller (C3).

Term	Meaning
Control Center (CC)	The HvACC online platform (cc.hvacc.org) through which trainees request training and are notified of key training events (e.g. mentor assignment, closure of a training request, endorsement or rating issuance).
vACC TD	The HvACC Training Department: the vACC TD lead and all vACC TD managers, examiners and mentors.
vACC TD lead	The HvACC TD Director and Deputy Director.
vACC TD managers	Assistants to the vACC TD lead, appointed by and with tasks defined by the vACC TD lead.
vACC mentors ("Mentoring Team")	vACC TD members who train trainees. A mentor must hold a minimum rating of S2 and must hold the rating or endorsement for which they are training a trainee (this does not apply to C3 rating preparation).
vACC examiners	Examiners appointed by the vACC TD lead to examine CPTs within HvACC. A vACC examiner must have previously been a vACC mentor with reasonable mentoring experience for the ratings examined (as defined in Section 13), must hold a minimum rating of S3, and — to examine a C1 CPT — must hold a minimum rating of C1.
Lesson	A theoretical session held between a mentor and at least one trainee.
Training session	A practical training session between a mentor and one trainee, held online or on a simulator server ("sweatbox"). Other trainees may observe.
CPT / Practical Exam	Controller Practical Test — any formative or summative test of a trainee's proficiency that involves observing their controlling. If passed, a new VATSIM controller rating is granted to the examinee.
Unrestricted Position	Any position without a Tier 1, Tier 2 or Super Center designation. A controller on a Subdivision's roster who holds the required ATC Rating may operate any Unrestricted Position within HvACC.
Tier 1 / Tier 2 Designation	A Tier 1 Designation applies to positions whose high traffic levels and/or highly complex procedures require an elevated level of competency and training; a Tier 2 Designation applies to positions with significant differences from standard operating procedures. Operating a Tier 1 or Tier 2 position requires the matching Endorsement.
Endorsement	The approval to operate a Controllable Position that requires additional competencies or knowledge above that of an ATC Rating.
Solo Endorsement	An endorsement allowing a controller rated S1 or higher, training for their next ATC Rating, to independently operate a specific position or a group of up to five similar positions requiring one rating above their current rating, without a mentor present.
Training Airport	An airport at which S2 and/or S3 training may take place. Within HvACC, Athens (LGAV) and Thessaloniki (LGTS) are the designated Training Airports.

4. Training Progression

4.1 Requesting Training

1. Trainees should navigate to the HvACC Control Center (CC) at cc.hvacc.org, log in and follow the on-screen instructions. All instructions displayed must be read, including the Training Policy presented before applying.
2. The training request is processed automatically by the Control Center, and a confirmation e-mail is sent to the trainee's VATSIM-registered address. All trainees are placed in the training queue, shown as “In queue”. Queue length varies with mentor availability, the number of requests, the season, and other factors. Note that training requested in English may be subject to longer waiting times, depending on instructor availability and demand.
3. **Trainees must not repeatedly contact staff or mentors for estimates**, but are encouraged to join the HvACC Discord server, observe active controllers and study procedures.
4. A monthly e-mail confirms the trainee's continued interest in training; if no response is received within two weeks by the applicant, the training request is closed.
5. The waiting list is processed in order of waiting time, from longest to shortest. Deviations for reasons such as mentor availability, trainee availability or operational reasons may apply.
6. A trainee who has already had a completed training request may be prioritized over a trainee requesting to start a new stage from OBS.

4.2 Theoretical Training

1. Once a trainee's turn is approaching, their status changes to “Pre-training”. The student will be enrolled by Training Staff on the HvACC e-learning platform at moodle.hvacc.org for the theoretical self-studying part of the training.
2. Students must **respond and complete** the theoretical training call **within 30 days**. Otherwise, the training request will be closed in which case the trainee may reapply immediately but is not entitled to be prioritized on the waiting list on return.
3. A minimum score of **80%** is required to pass for every written examination.
4. A trainee should not sit an exam unless they feel ready for it. Every trainee is given a **maximum of two attempts at each exam**. Should a trainee fail their first attempt, a mandatory cooling-off period of 72 hours from the scoring of the exam applies before the second and final attempt, for every rating (S1 through C1) alike.
5. **If the student fails the exam on the second attempt, then the training request will be closed and a six-month restriction will be applied** before the trainee may reapply for training. The trainee is not entitled to be prioritized on the waiting list on return; the trainee restarts the training stage from the beginning.

4.3 Mentoring Assignment

1. Upon successfully completing all the necessary Moodle exams, a trainee is assigned a Mentor through the CC, and an e-mail notification naming the mentor will be sent. The trainee must contact their assigned mentor within five days, or the training request will be closed and a six-month restriction will be applied before the trainee may reapply for training.

4.4 Practical Training

1. Trainees schedule sessions directly with their assigned mentor and are **limited to one session per week unless the vACC TD lead instructs otherwise**. Once the first session is scheduled, training status changes to “Active training”.
2. In the first session, the trainee installs the required software with the mentor's help, if not already done using the manuals on the HvACC e-learning platform.
3. Training initially takes place in a simulator environment (sweatbox), consistent with the VATSIM-wide requirement that OBS-rated sessions be held on a simulation server; online training follows once the mentor judges the trainee ready. The S1 rating is never granted before the transition to the online environment, to avoid unnecessary rating upgrades.
4. All HvACC trainees are expected to study theory and be prepared for each session. Mentors commit considerable personal time to training, and trainees are expected to respect that commitment.

4.4 Completion of Training

1. When a trainee completes a training course, the mentor notifies the vACC TD.
2. After successful completion of S1 training, the trainee is immediately authorized to independently control any Clearance Delivery or Ground position that is not classified as Tier 1. Controlling a Tier 1 designated position requires extra training for the matching Endorsement.
3. For S2, S3 and C1 training, a solo endorsement is issued once the trainee has reached the level at which familiarization with the relevant position or sector is the primary remaining concern. It is not possible to hold more than one active solo endorsement, for more than one airport or position or group of up to five similar positions, at the same time.
4. **A solo endorsement must not be issued for more than 30 days at a time**; after 30 days it expires and must be renewed for training to continue. Further training sessions should be held during an active solo endorsement to closely monitor the trainee's progress.
5. In total, a solo endorsement at a given rating must not run longer than 90 days; a controller who transfers Division and restarts training, or who re-enters training having received no training and held no solo endorsement for a year or more, starts this 90-day allowance afresh.
6. The relevant theoretical exam (S2, S3 or C1, as applicable) must be passed by the trainee on their own, before the CPT is held.
7. The CPT must normally be held within the first 60 days of the solo endorsement; the last 30 possible days of a solo endorsement are held in reserve, to be used only in extraordinary circumstances.
8. The corresponding rating (S2, S3 or C1) is issued once the relevant CPT has been passed.

4.6 Booking Priority for Training Sessions and CPTs

1. Online training sessions and CPTs take priority over any other station booking within HvACC. This includes not only the exact station being trained or examined, but also any station the trainee or examinee is expected to cover as part of that session or exam — for example, a Tower training session that also involves top-down coverage of Ground and Delivery.
2. To carry priority over other bookings, a training session must be booked at least 24 hours before its scheduled start. CPTs always take priority over any booking regardless of when they were scheduled but should likewise be booked more than 24 hours in advance where possible.
3. Any controller who has booked a station that must be released for a training session or CPT is informed as soon as the session is scheduled, and all controllers are obligated to release such bookings from the Control Center.

5. Responsibilities and Expectations

In summary, HvACC expects every student enrolling in ATC training to:

a) Be prepared to commit to training;

b) Make initial contact with their mentor within five days of assignment;

c) Correspond regularly with their mentor;

d) Understand that mentors commit their spare time to train others, and accordingly:

   i. Show up well prepared to every session, with any questions prepared or sent to the mentor in advance;

   ii. Show up on time to every scheduled session;

   iii. Cancel a session with as much notice as possible should an unforeseen problem arise — repeated late cancellations will trigger a review of the trainee's training eligibility;

e) Notify their mentor if unable to schedule training for more than a two-week period, so training can be paused — **repeated long pauses will lead to cancellation of the training request**;

f) Understand and respect the HvACC Constitution and this Training Policy — failure to do so will result in **closure of the training request and a six-month restriction** before the trainee may reapply for training.

6. Underperforming Trainees

1. An underperforming trainee is one who performs significantly worse than the average trainee, such that it is not realistic to train them to the minimum acceptable standard without significantly more mentoring effort than the average trainee requires — to the detriment of other trainees' progress.
2. After three training sessions within a specific training stage, a mentor may inform the vACC TD lead that a trainee's performance is consistently and significantly below average. If the vACC TD lead agrees, the trainee is informed that they are considered underperforming and is given no fewer than two additional training sessions with approved vACC examiners to attempt to resolve the situation.

3. If the examiners conclude that substantial progress has been made, regular training continues. If they conclude that performance remains significantly below the minimum expected for that stage and that successful completion is unlikely, the examiner informs both the vACC TD lead and the trainee that the trainee is underperforming, and the vACC TD lead provides the VATEUD ATD with a short-written summary of the case.
4. The vACC TD lead decides how long the trainee's training is paused, for no more than six months. The trainee is not entitled to be prioritized on the waiting list on return but must also not be disadvantaged by the pause; the trainee restarts the affected training stage from the beginning.

7. Termination of Training for Conduct Reasons

1. Section 6 above addresses underperformance arising from training difficulty. Separately, and independently of that process, HvACC mentors retain the right to propose **termination of training for a trainee who has displayed negative behavior within HvACC**, after the completion of at least three mentoring sessions. Such a proposal must be approved by the vACC TD lead and the vACC Director.
2. Termination under this Section leads to closure of the training request in the Control Center (CC) and a **six-month restriction before the trainee may reapply for training**. This procedure operates consistently with the vACC TD lead's general obligation to ensure professional and fair treatment of trainees and to resolve VATSIM-related misbehavior, escalating to the VATEUD ATD where division guidance is needed.
3. The vACC TD lead may deprioritize a member's training progression based on their **disciplinary history** within the preceding twelve months.
4. Accordingly, where a trainee reapplies for training after a termination under this Section, and the twelve months following the conduct concerned have not yet elapsed, HvACC may place that new request lower in the waiting list than its position would otherwise warrant, in addition to — and after the expiry of — the six-month restriction.

8. Model Training Roadmap (MTR)

The Model Training Roadmap below sets out the ideal course of training for a trainee to accumulate the fullest possible experience, knowledge and skill during progression, in line with the training-stage structure (OBS→S1, S1→S2, S2→S3, S3→C1). Section 9 below explains a trainee's right to vary from this roadmap.

8.1 S1 Training

1. Theoretical entry-level training and exams
2. Theoretical Delivery training and exams
3. Theoretical Ground training and exams
4. VATEUD exam
5. Training at Venizelos Delivery
6. Training at Makedonia Ground
7. Issuance of S1 rating
8. Before applying for the Tier 1 Ground Endorsement training, the trainee must:
    a. Have logged a minimum of **25 hours on unrestricted positions**, including Venizelos Delivery;
    b. Have completed their initial S1 Training no less than 14 days in advance.
9. Issuance of Tier 1 Endorsement for Venizelos Ground
10. Before continuing to S2 Training, the trainee must:
    a. Have logged a minimum of **50 hours on Ground positions** after completing the Tier 1 Ground endorsement;
    b. Participate in Major Events.
    c. Be active in the weeks leading up to the start of S2 Training.

8.2 S2 Training

1. Theoretical Tower training and exams
2. VATEUD exam
3. Training at Venizelos Tower
4. Introduction to Procedural Towers and AFIS positions
5. Solo endorsement at Venizelos Tower
6. Controller Practical Test (CPT) at LGAV
7. Issuance of S2 rating and Tier 1 Endorsement for Venizelos Tower
8. Training for Procedural Towers and AFIS positions
9. Optional training for Nicosia FIR
10. Before continuing to S3 Training, the trainee must:
    a. Have logged a minimum of **75 hours on Tower positions** after the S2 CPT;
    b. Participate in Major Events.
    c. Have held the S2 rating for a minimum of 60 days;
    d. Be active in the weeks leading up to the start of S3 training.

8.3 S3 Training

1. Theoretical Approach training and exams
2. VATEUD exam
3. Training at Athinai Approach
4. Introduction to Procedural Approach positions
5. Solo endorsement at Athinai Approach
6. Controller Practical Test (CPT) at LGAV
7. Issuance of S3 rating and Tier 1 Endorsement for Athinai Approach
8. Before continuing to Tier 2 Endorsement training, the trainee must:
    a. Have logged a minimum of **75 hours on Approach positions** after the S3 CPT;
    b. Have held the S3 rating for a minimum of 30 days;
9. Issuance of Tier 2 Endorsement for Procedural Group
10. Optional training for Nicosia FIR
11. Before continuing to C1 Training, the trainee must:
    a. Have logged a minimum of **75 hours on Approach positions** after the S3 CPT;
    b. Have held the S3 rating for a minimum of 120 days;
    c. Be active in the weeks leading up to the start of C1 training;
    d. Hold all Tier 1 and Tier 2 endorsements.
    e. Participate in Major Events.

8.4 C1 Training

1. Theoretical ACC training and exams
2. VATEUD exam
3. Training at Athinai (LGGG) Upper ACC (LGGG_U_CTR)
4. Training at Rodos Sector ACC (LGGG_RDS_CTR)
5. Solo endorsement at Rodos Sector ACC
6. Controller Practical Test (CPT) at Rodos Sector ACC
7. Issuance of C1 rating
8. Optional training for the Athina Radar (LGGG_CTR). To be eligible, the trainee must have logged a **minimum of 100 hours** on ACC positions following the **successful completion of their C1 CPT**.
9. Optional training for Nicosia FIR Endorsement (LCCC_CTR)

9. Other Training Roadmaps

1. Trainees have the right to choose their own training path; the Model Training Roadmap above shows the ideal course for accumulating the most experience, knowledge and skill throughout progression. A trainee wishing to vary their program may declare this while applying in the Control Center.
2. Consistently with this right, the vACC TD may direct a trainee to train exclusively in an unrestricted airport without getting the Tier 1 or Tier 2 endorsements.
3. Thessaloniki (Makedonia, LGTS) is, in its entirety, an unrestricted Training Airport. Its availability alongside Athens (LGAV) throughout the Model Training Roadmap is what allows HvACC to satisfy its obligation to provide a complete route to the S3 rating that does not require a trainee to also obtain a Tier 1 or Tier 2 endorsement.

10. Controller Practical Tests (CPTs)

1. Any CPT examines whether the examinee is able to handle a normal amount of traffic safely and efficiently. A CPT form must be completed by the examiner and submitted to the Training Department for the examinee to be granted the new rating.
2. For S2 and S3 CPTs, at least one approved vACC examiner is required; where possible, at least one additional mentor should support the exam as an assisting examiner, and one of the two should have local expertise at the exam airport. Where only one approved vACC examiner is present, that examiner alone decides the outcome, though any assisting examiner must be heard and a unanimous decision should be sought.
3. For C1 CPTs, at least two approved vACC examiners are required, each holding a minimum rating of C1, and a unanimous decision between them is required to pass the CPT.
4. S2 (Tower) CPTs examine the examinee's capability to perform top-down coverage at the training airport. Only the examinee is online as Tower controller, accompanied by the examiner.
5. S3 (Approach) CPTs examine the examinee's capability to perform Approach position duties correctly, safely and efficiently. The examinee and examiner occupy the Approach position, with a Tower and ACC controller online if traffic exceeds normal limits and the examiner deems it necessary.
6. C1 (ACC) CPTs examine the examinee's capability to control the entire ACC with top-down coverage, following local agreements, safely and efficiently. In the sector only the examinee is online as ACC controller, accompanied by the two examiners.
7. The decision of the examiners is final and not negotiable. Examiners may discuss the outcome internally but must reach a decision within one hour and inform the examinee immediately thereafter.
8. A candidate who fails a CPT is informed which specific assessed criteria were deemed deficient.

11. Endorsement Training

1. An ATCO who does not hold a required endorsement must undergo endorsement training — see the Endorsement definition in Section 3 above, and the HvACC Endorsement Policy for further detail. Tier 1 and Tier 2 position groups are designated per the GCAP framework for Position Designations, as applied within HvACC and referenced throughout the DTP.

11.1 Requirements for Endorsement Training

Endorsement	Requirements	Minimum Rating
Tier 1 Ground	25 hours on unrestricted Ground positions	S1
Tier 1 Tower	50 hours on unrestricted Tower positions	S2
Tier 1 Approach	75 hours on unrestricted Approach positions	S3
Tier 1 ACC	100 hours on unrestricted Center positions	C1
Tier 2 Approach	75 hours on unrestricted Approach positions	S3

11.2 General Information

1. Training for a Tier 1 endorsement takes on average three training sessions per position; training for the Tier 2 endorsement takes on average two sessions. By definition, the Tier 2 endorsement applies to S3+ controllers only.
2. A Tier 1 endorsement is normally granted immediately after a successful final training session. Should a trainee fail to meet the standard set by the vACC TD within four training sessions, or fail to make sufficient progress within two sessions, one additional session with a vACC examiner is scheduled. If the trainee still fails to meet the standard, or the examiner agrees that successful completion in acceptable time is unlikely, the endorsement training may be stopped; the trainee may reapply for that endorsement training six months after the failed attempt.
3. Training for Tier 1 or Tier 2 endorsements must be requested via the CC. If the number of requests exceeds capacity, waiting lists apply. Endorsements are granted to trainees after the last successful training session.

12. Fast Track Training

Fast Track Training is available to real-world ATCOs and IVAO controllers, in accordance with the VATEUD Fast Track Procedures. **Fast Track Training for real-world pilots has been discontinued** and is no longer offered.

Real-world Fast Tracks (ATCOs only):

- All real-world ATCOs according to their real-world license → S2 or S3 rating, at the vACC TD lead's discretion

IVAO Fast Tracks:

- ADC and below → no fast track possible
- APC → S2 rating
- ACC and above → S3 rating

In every case the following procedure applies:

1. All rating-related theoretical material is provided to the trainee via the e-learning platform, following the same procedure as Section 4.2 above.
2. An evaluation of the trainee's current knowledge is conducted in a simulator (sweatbox) environment, and shall not exceed two training sessions.
    a. If performance is deemed appropriate, Fast Track Training commences up to the available rating.
    b. If performance is very poor, or the trainee's lack of knowledge is too significant, the Training Staff may reject the Fast Track request; the trainee then follows the standard training path described in Sections 4–10 above.

If accepted, the trainee uploads a screenshot of their real-world license or IVAO profile to their VATEUD Core profile, and the vACC TD lead sends the Fast Track request to the VATEUD Training Department (atc-td@vateud.net) for approval. Once approved, the candidate is enabled to take the Fast Track theory exam; upon passing it, the rating upgrade is requested through the candidate's VATEUD Core Controller Profile.

If the trainee is uncomfortable sharing a real-world license with any third party (including VATEUD), local Fast Track Training takes place instead, with the sole difference that a Controller Practical Test (CPT) is required to achieve the rating.

> ***Note:*** *Fast Track candidates are treated as regular HvACC controllers, including for priority in the training queue; a request may be placed on a waiting list where current training capacity does not allow it to be accommodated immediately. Ratings obtained via Fast Track are not connected to additional endorsements — any endorsement (e.g. a Tier 1 endorsement) must still be achieved separately through the standard process.*

14. Amendments

Version	Date	Author	Changes
v1.0	02/09/2020	Marios Martinis, Tolis Perifanakis	Initial Release
v1.1	30/01/2022	Spyros Stavrakis	Minor changes in trainee instructions
v1.2	30/08/2022	Spyros Stavrakis	Minor changes in trainee instructions
v2.0	24/01/2023	Iakovos Manentis, Spyros Stavrakis	Removed mentoring requests
v3.0	08/09/2023	Iakovos Manentis, Spyros Stavrakis	New training format and new training platform; analysis of training structure

Version	Date	Author	Changes
v4.0	01/03/2024	Spyros Stavrakis	Compliance with GCAP and DTP (§4.1, 4.2, 4.5, 7, 8, 9); redesign of MTR (§7); CPT guidelines (§9); Endorsement Training (§10)
v4.1	07/02/2025	Spyros Stavrakis	Theoretical Training clarifications (§4.2); Fast Track Training (§11)
v5.0	31/08/2026	Iasonas Katsampas, Iakovos Manentis, Spyros Stavrakis	Full revision for compliance with VATSIM GCAP v2.0 (VATSIM-POL-GCAP, 15 Aug 2026) and VATEUD DTP v1.1.2 (27 Jun 2026)