Bulgaria vACC Training Policy

December 2025

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1. Purposes and scope

1.1. The Bulgaria vACC Training Policy is established to clarify global VATSIM and VATEUD policies for ATC Training and controller conduct, as well as to define local practices and procedures - aiming for similar and high quality standards within BGvACC and VATEUD while keeping waiting times for all trainees as low as possible.

1.2. The policy:

- Outlines the training structure and process within Bulgaria vACC.
- Outlines how waiting lists are handled.
- Defines positions and staffing rules within the subdivision.
- Outlines controller conduct.

1.3. All matters not explicitly addressed in this particular policy will be addressed through additional amendments to this document. The GCAP and VATEUD DTP take precedence and are always applicable.

1.4. This policy comes into force at 0001 UTC on 4th December 2025.

1.5. Record of amendments:

Date	Revision number	Changes/affected sections
04 November 2025	1.0	Initial draft
14 November 2025	1.1	Added sections 3.3.5., 4.10., and 4.11.
01 December 2025	1.2	GCAP and DTP compliance

2. Definitions

2.1. GCAP: Global Controller Administration Policy

2.2. All definitions from global VATSIM policies (e.g. GCAP) apply.

2.3. Controller ratings: OBS, S1, S2, S3, C1, C3, I1, I3.

2.4. Trainee: Any VATSIM member who applied for VATSIM ATC training (any rating) or is subject to training (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 considered to be a trainee.

2.5.   VATEUD ATD: VATEUD ATC Training Department. It oversees and coordinates ATC training division-wide. It consists of VATEUD ATD Lead, the VATEUD ATD Regional Managers, and the VATEUD examiners.

2.6.   ATD: Bulgaria vACC ATC Training Department. It oversees and coordinates ATC training within BGvACC. It consists of the ATD Lead (Training Director), Deputy Training Director, examiners and mentors.

2.7.   ATD lead: Bulgaria vACC Training Director and Deputy Training Director. At least one of these two people must hold a minimum rating of C1.

2.8.   vACC examiners: Examiners who can examine CPTs in a vACC. They are appointed by the vACC ATD lead. Any vACC examiner must have been a vACC mentor before with reasonable mentoring experience for the ratings which they can examine. Any vACC examiner must hold a minimum rating of S3.

2.9.   vACC mentors: vACC ATD members who may train trainees. vACC mentors are the backbone of the training system. They are appointed by the vACC ATD lead. Any vACC mentor must hold a minimum rating of S2. The mentor must hold the rating or endorsement for which they train a trainee (this does not hold for the C3 rating preparation).

2.10.   Lesson: A theoretical session of a mentor with at least one trainee.

2.11.   Training session: A practical training session of a mentor with one trainee. This may be online on the network or on a simulator server like "sweatbox". Multiple trainees may observe a training.

2.12.   OTS: Over the shoulder session. This means a training session in which a mentor assesses specific competencies to decide if the trainee is ready for the next training steps. An OTS can be thought of as an "informal, mini practical test".

2.13.   CPT: Controller Practical Test. A practical exam. If it is passed, a new VATSIM controller rating will be granted to the examinee.

2.14.   Unrestricted airports: Airports which do not have designated tier 1 or tier 2 positions.

2.15.   Controlling privilege: Anything which enables a VATSIM member to staff an ATC position. This includes a vACC roster entry, a tier 1 endorsement, a tier 2 endorsement, a special center endorsement or a solo endorsement.

3. ATC training structure

3.1.   Application

3.1.1. VATSIM members wishing to start training for an ATC rating in Bulgaria vACC shall submit an application through the BGvACC website.

3.1.2. Members must be assigned to the Bulgaria subdivision in order to submit an application.

3.1.3. Members that are suspended or have the rating INACTIVE are not eligible for ATC training.

3.1.4. Trainees are required to submit a valid email address with their application, and it must remain valid and able to receive emails for the duration of their training and membership of Bulgaria vACC. Failure to provide a valid email address may result in missed emails and removal from the training process.

3.1.5. Submission of duplicate applications is prohibited.

3.1.6. Trainees can monitor their application status and training progress through the portal on the BGvACC website and through automated email notifications.

3.2.   Training airports

3.2.1. Definition: Airports at which S2 and/or S3 training can take place.

3.2.2. Solo endorsements can only be issued and CPTs only be held at training airports.

3.2.3. Training airports must provide sufficient average traffic levels and procedural complexity to prepare trainees to staff any unrestricted position (which they could staff with the rating they are granted after a passed CPT) within the vACC.

3.2.4. The trainee may choose at which training airport they are trained. The vACC ATD may force a trainee to be trained at an unrestricted airport but a trainee must not be forced to be trained at a tier 1 or tier 2 airport.

3.2.5. The designated training airport in Bulgaria vACC is LBSF (Sofia), which is an unrestricted airport. Training for the C1 rating is conducted on Sofia Control (LBSR_CTR) and requires the Tier 2 endorsement due to top-down coverage.

3.3. Training sessions

3.3.1. Training sessions must be conducted in one of the designated voice channels within the Bulgaria vACC Discord server.

3.3.2. At any point in time, the vACC Director, Deputy Director, or a member of the vACC ATD can also be present during the training session, OTS session or can observe the trainee during their training. They are also allowed to debrief the trainee pointing out potential mistakes.

3.3.3. During a session with a mentor, examiner, ATD Lead or any other vACC staff member, the trainee must not deafen on Discord and should always be available to promptly respond to a mentor question, or listen to mentor advice.

3.3.4. Before and during each session the mentor will ask the trainee questions about the e-learning material and relevant theory. If the trainee's theoretical knowledge is not acceptable, the training session may be cut short and the trainee sent to review the materials.

3.3.5. Trainees are required to promptly respond to messages from mentors regarding availability and training sessions. Failure to respond to mentors for a significant period of time will result in a written warning, after which the trainee may be placed back on the waiting list or have their training terminated.

3.3.6. Trainees should be on time for scheduled training sessions. Delays of more than 15 minutes must be communicated with the mentor as soon as possible, otherwise the session will be cancelled.

3.3.7. The Sweatbox simulation server shall only be used for training sessions with a member of the vACC ATD. Non-mentors are prohibited from starting and running Sweatbox sessions within LBSR FIR.

3.3.8. vACC Sweatbox simulation scenarios shall not be recorded and/or shared outside of the training sessions and to third parties.

3.4. CPTs

3.4.1. Any CPT shall examine whether the examinee is able to handle a normal amount of traffic safely and efficiently.

3.4.2. In case a vACC does not find enough examiners for their CPT, they shall request a VATEUD examiner. In this case the vACC shall always try to find an assisting vACC mentor or examiner who supports the VATEUD examiner with local expertise.

3.4.3. Any examiner should objectively examine the performance of the trainee in the exam. Previous experience with the trainee shall not be taken into account. If the vACC believes an objective examination cannot be ensured for a specific trainee, a VATEUD examiner shall be requested. In this case the vACC shall always try to find an assisting vACC mentor or examiner who supports the VATEUD examiner with local expertise.

3.4.4. At least one approved vACC examiner needs to examine S2 and S3 CPTs. If possible at least one additional mentor should support the exam as an assisting examiner. One of the examiners should have local expertise at the exam airport. If only one examiner is an approved vACC examiner, only the vACC examiner will decide about the outcome of the CPT. However, the assisting examiner shall be heard and a unanimous decision should be aimed for.

3.4.5. C1 CPTs require at least two approved vACC examiners. They need to come to a unanimous decision. If one of the vACC examiners is replaced by a VATEUD examiner, only the VATEUD examiner decides the outcome. However, the local examiner shall be heard and a unanimous decision should be aimed for.

3.4.6. The VATEUD CPT guidelines and DTP need to be followed. Any CPT not following these is not valid and needs to be retaken.

3.4.7. The decision of the examiners is final. The examiners may discuss the outcome internally. They must come to a decision within one hour and inform the examinee immediately thereafter.

3.4.8. If the outcome of the CPT depends on a single situation which is unclear to the examiners, they may write down a summary of the situation and provide the vACC ATD lead with the summary and the log file of the exam. The vACC ATD lead will then decide the result of the exam.

3.4.9. Points 3.4.7 and 3.4.8 may be overruled by 3.4.6. The vACC ATD lead and/or the VATEUD ATD lead may take this decision.

3.4.10. All CPTs shall be a duration of between one and two hours. Examiners must be connected to the network and observing for the full duration of the CPT. A CPT may be cut short if the outcome is determined to be a fail.

3.4.11. If a vACC examiner no-shows a CPT they agreed to examine, they will be removed from their role as a vACC examiner.

4. Waiting lists

4.1. Bulgaria vACC has waiting lists for trainees who wish to start training for a controller rating or an endorsement.

4.2. All controllers must be assigned to the subdivision Bulgaria before being allowed to join the waiting list for training for a controller rating.

4.3. Visiting controllers and transfers are placed in a separate waiting list for familiarization training.

4.4. CPT preparation training during active solo endorsements will be prioritized over all other training types.

4.5. Any training with a trainee who has already had another training session within the same training stage will be prioritized over requests by other trainees to start a new training stage.

4.6. Waiting lists will be processed in order of waiting time, from longest to shortest. Small deviations from this order may happen due to mentor availability, trainee availability, or other short term operational reasons, but will not contradict the general idea of processing in order of waiting time.

4.7. Trainees that do not respond to training offers sent by the ATD for 2 weeks will be put at the end of the waiting list.

4.8. Trainees that do not respond to training offers sent by the ATD for 4 weeks will be removed from the waiting list.

4.9. Trainees who have moved to the front of the waiting list but do not meet the requirements to start training as described in 5.2.1., 5.3.1., 5.4.1., and 5.4.2. may be put on standby until they meet the requirements. Trainees have a maximum of 4 weeks to meet the requirements before being removed from the waiting list.

4.10. Trainees who have reached their turn to begin training, or have already begun training, but wish to pause due to personal reasons (school, work, general unavailability, etc.) may have their training paused for up to 1 month. During this period, it is the trainee's responsibility to contact their mentor to resume training.

4.11. Trainees whose training has been paused for 1 month and are still not available to start or resume training will be removed from the waiting list. A reminder email will be sent to the trainee several days prior to the 1 month deadline outlining the above rules.

4.12. Any trainee that holds the S1 rating or higher but is removed from the vACC Controller Roster will be removed from all waiting lists.

4.13. Any trainee that gets suspended for a period of time for a disciplinary offense by VATSIM Supervisors or the DCRM will be removed from all waiting lists.

4.14. Any trainee whose rating becomes INACTIVE will be removed from all waiting lists.

4.15. Any trainee that transfers out of subdivision Bulgaria will be removed from all waiting lists.

4.16. Bulgaria vACC has the right to slightly prioritize training for future mentors.

4.17. Bulgaria vACC shall send monthly check emails to trainees on waiting lists. Trainees may be removed if they fail to respond within 2 weeks.

5. Training process

5.1. OBS to S1 training

5.1.1. The trainee starts with an OBS rating.

5.1.2. The trainee will be trained according to the following steps:

1. The trainee will be assigned the three required e-learning theory courses: *Air Law, Meteorology, and S1 Theory*.

2. The trainee will be given the S1 position overview and LBSR and LBSF SOPs to get familiarized with them.

3. The trainee will have a number of practical sessions on Sweatbox with a mentor.

4. Following at least one practical session, the e-learning course *S1 Theory - Introduction to Ground* shall be assigned and must be completed prior to the trainee being awarded the S1 rating.

5. Once the mentor is satisfied with the trainee's abilities, the VATEUD S1 theory exam is assigned. Once passed, the trainee is awarded the S1 rating.

5.1.3. The trainee has 30 days to complete the required e-learning courses, otherwise they will be removed from the waiting list.

5.1.4. Ideally, no more than two or three practical training sessions with a mentor should be required. If the trainee has not reached the required level in five practical sessions, the mentor shall inform the vACC Training Director and the process for underperforming trainees should be considered.

5.1.5. The VATEUD theory exam must be assigned by the vACC ATD. Mentors that do not have access to the Core platform shall inform the vACC Training Director and ask for the exam to be assigned.

5.1.6. A trainee must take the VATEUD theory exam on their own.

5.1.7. Once all of the steps defined in 5.1.2. are completed and the trainee is awarded the S1 rating, they shall be added to the Bulgaria vACC controller roster.

5.1.8. Trainees holding the S1 rating are allowed to staff any unrestricted GND or DEL positions in the vACC as long as they are listed on the Bulgaria vACC controller roster.

5.2. S1 to S2 training

5.2.1. Trainees are required to have 10 hours controlling on the network with the S1 rating before continuing with this training step. These hours shall only be counted when the rating being consolidated is required to control those positions. The trainee is also required to have actively controlled in the weeks leading up to the start of their S2 training.

5.2.2. The trainee will be trained according to the following steps:

1. The trainee will be assigned any required e-learning theory courses.

2. The trainee will be given the S2 position overview and LBSR and LBSF SOPs to get familiarized with them.

3. The trainee will have a number of practical sessions on Sweatbox with a mentor.

4. Once the trainee is familiar with the required S2 concepts, online training sessions will be conducted.

5. Once the mentor decides that the trainee is ready for a solo endorsement, a solo validation session will be organized with a different mentor. The VATEUD S2 theory exam must be assigned and passed before the solo validation session happens.

6. If successful, a solo endorsement is issued. If unsuccessful, the training returns to step 4.

7. CPT is organized as per the guidelines below.

5.2.3. The trainee has 30 days to complete the required e-learning courses, otherwise they will be removed from the waiting list.

5.2.4. A trainee must take the VATEUD theory exam on their own.

5.2.5. The trainee will be trained up to a level at which familiarization with the specific station is the primary concern. Once this level is achieved, a solo endorsement for the TWR position will be issued if this is required in order for the trainee to be able to control the position.

5.2.6. Any solo endorsement must not be issued for more than 30 days. After these 30 days, it expires and needs to be renewed.

5.2.7. The trainee's progress must be closely monitored through further OTS sessions throughout their solo endorsement.

5.2.8. A CPT must be held within the first 60 days of a solo endorsement. Ideally, it should be held after 5-6 weeks of a solo endorsement.

5.2.9. The last 30 possible days of a solo endorsement shall be held as a reserve to be used only in extraordinary circumstances. Mentors are not allowed to issue these last 30 days without prior consultation and approval from the vACC Training Director.

5.2.10. Top-down competencies will be examined during the CPT. At the examiner's discretion, one or more relief stations may be opened in heavy traffic situations.

5.2.11. The S2 rating is issued after a passed S2 CPT.

5.2.12. Trainees holding the S2 rating are allowed to staff any unrestricted TWR positions in the vACC as long as they are listed on the Bulgaria vACC controller roster.

5.3. S2 to S3 training

5.3.1. Trainees are required to have 50 hours controlling on the network with the S2 rating before continuing with this training step. The required hours are split as follows: 30 hours at LBSF, 10 hours at LBWN, and 10 hours at LBBG. These hours shall only be counted when the rating being consolidated is required to control those positions. The trainee is

also required to have actively controlled in the weeks leading up to the start of their S3 training.

5.3.2. The trainee will be trained according to the following steps:

1. The trainee will be assigned any required e-learning theory courses.

2. The trainee will be given the S3 position overview and LBSR and LBSF SOPs to get familiarized with them.

3. The trainee will have a number of practical sessions on Sweatbox with a mentor.

4. Once the trainee is familiar with the required S3 concepts, online training sessions will be conducted.

5. Once the mentor decides that the trainee is ready for a solo endorsement, a solo validation session will be organized with a different mentor. The VATEUD S3 theory exam must be assigned and passed before the solo validation session happens.

6. If successful, a solo endorsement is issued. If unsuccessful, the training returns to step 4.

7. CPT is organized as per the guidelines below.

5.3.3. The trainee has 30 days to complete the required e-learning courses, otherwise they will be removed from the waiting list.

5.3.4. A trainee must take the VATEUD theory exam on their own.

5.3.5. The trainee will be trained up to a level at which familiarization with the specific station is the primary concern. Once this level is achieved, a solo endorsement for the APP position will be issued.

5.3.6. Any solo endorsement must not be issued for more than 30 days. After these 30 days, it expires and needs to be renewed.

5.3.7. The trainee's progress must be closely monitored through further OTS sessions throughout their solo endorsement.

5.3.8. A CPT must be held within the first 60 days of a solo endorsement. Ideally, it should be held after 5-6 weeks of a solo endorsement.

5.3.9. The last 30 possible days of a solo endorsement shall be held as a reserve to be used only in extraordinary circumstances. Mentors are not allowed to issue these last 30 days without prior consultation and approval from the vACC Training Director.

5.3.10. Top-down competencies will be examined during the CPT. At the examiner's discretion, one or more relief stations may be opened in heavy traffic situations.

5.3.11. The S3 rating is issued after a passed S3 CPT.

5.3.12. Trainees holding the S3 rating are allowed to staff any unrestricted APP positions in the vACC as long as they are listed on the Bulgaria vACC controller roster.

5.4. S3 to C1 training

5.4.1. Trainees are required to have 50 hours controlling on the network with the S3 rating before continuing with this training step. The required hours are split as follows: 30 hours at LBSF, 10 hours at LBWN, and 10 hours at LBBG. These hours shall only be counted when the rating being consolidated is required to control those positions. The trainee is also required to have actively controlled in the weeks leading up to the start of their S3 training.

5.4.2. Trainees are required to hold the *LBPD,LBGO_TWR* Tier 2 endorsement prior to starting training as the CTR sector covers these positions top-down.

5.4.3. The trainee will be trained according to the following steps:

1. The trainee will be assigned any required e-learning theory courses.

2. The trainee will be given the C1 position overview, all SOPs, and all Letters of Agreement to get familiarized with them.

3. The trainee may have a number of practical sessions on Sweatbox with a mentor.

4. Once the trainee is familiar with the required C1 concepts, online training sessions will be conducted.

5. Once the mentor decides that the trainee is ready for a solo endorsement, a solo validation session will be organized with a different mentor. The VATEUD C1 theory exam must be assigned and passed before the solo validation session happens.

6. If successful, a solo endorsement is issued. If unsuccessful, the training returns to step 4.

7. CPT is organized as per the guidelines below.

5.4.4. The trainee has 30 days to complete the required e-learning courses, otherwise they will be removed from the waiting list.

5.4.5. A trainee must take the VATEUD theory exam on their own.

5.4.6. The trainee will be trained up to a level at which familiarization with the specific CTR training sector is the primary concern. Once this level is achieved, a solo endorsement for the CTR sector will be issued.

5.4.7. Any solo endorsement must not be issued for more than 30 days. After these 30 days, it expires and needs to be renewed.

5.4.8. The trainee's progress must be closely monitored through further OTS sessions throughout their solo endorsement.

5.4.9. A CPT must be held within the first 60 days of a solo endorsement. Ideally, it should be held after 5-6 weeks of a solo endorsement.

5.4.10. The last 30 possible days of a solo endorsement shall be held as a reserve to be used only in extraordinary circumstances. Mentors are not allowed to issue these last 30 days without prior consultation and approval from the vACC Training Director.

5.4.11. Top-down competencies will be examined during the CPT. At the examiner's discretion, one or more relief stations may be opened in heavy traffic situations.

5.4.12. The C1 rating is issued after a passed C1 CPT.

5.4.13. Trainees holding the C1 rating are allowed to staff any unrestricted CTR positions in the vACC as long as they are listed on the Bulgaria vACC controller roster.

5.5. C3 rating

5.5.1. The C3 rating is issued to senior, dedicated, and proficient controllers to recognize their longstanding and professional service on the network, as well as the contributions they have made to it.

5.5.2. The C3 rating does not award any controlling privileges higher than those of the C1 rating.

5.5.3. Requirements for the rating are outlined in the VATEUD C3 policy.

5.5.4. The process for obtaining the rating is outlined in the VATEUD C3 policy.

5.5.5. A controller interested in the C3 rating shall contact the vACC Training Director.

5.6. I1 and I3 ratings

5.6.1. The I1 rating may be issued to senior vACC ATD members. This always includes the vACC ATD lead but may be extended to vACC ATD managers or other important, senior, and very active mentors. The minimum permanent rating for an I1 rating upgrade is C1.

5.6.2. The I1 rating may be requested by the vACC ATD lead or the vACC Director. The request shall be sent to the VATEUD ATD lead (or a Regional Manager) via email.

5.6.3. The I1 rating shall be revoked if 5.6.1. is no longer fulfilled by the I1 rating holder.

5.6.4. The number of I1 rated vACC ATD members should be a reasonably low percentage of the total vACC ATD members.

5.6.5. The I3 rating is only issued to VATEUD ATD members. See VATEUD DTP for details.

6. Unrestricted positions

6.1. Any position which is not designated as Tier 1, Tier 2, or Super Center is considered to be an unrestricted position.

6.2. All full vACC members who are listed in the vACC's controller roster are allowed to control unrestricted positions if they hold the required controller rating.

6.3. Visiting controllers listed in the vACC's controller roster are allowed to control on unrestricted positions if they hold the required controller rating, unless another limitation is imposed. Possible limitations are up to and including TWR stations (S2 equivalent), or all stations up to and including APP (S3 equivalent).

6.4. If all positions of an airport are unrestricted, the airport is considered to be an unrestricted airport.

6.5. Unrestricted airports have published SOP documents that focus on all procedures regarding each position at the airport.

6.6. All controllers are required to study the SOP of an airport before they login as a controller on the airport. A controller is considered to violate currency requirements if they have not read the SOP before staffing a position.

6.7. Severe shortcomings in service quality or severe lack of SOP knowledge on an airport that a controller is controlling may result in disciplinary actions.

7. Tier 2 Endorsements

7.1. Tier 2 designated stations within Bulgaria vACC are available on the BGvACC website and on the official VATSIM spreadsheet.

7.2. All designated stations named in this policy are approved by VATEUD and EMEA.

7.3. Tier 2 designated stations within Bulgaria vACC are grouped together into the Procedural APP group. This group includes:

    7.3.1. Plovdiv Tower (**LBPD_TWR**)

    7.3.2. Gorna Oryahovitsa Tower (**LBGO_TWR**)

7.4. The training program for procedural Tier 2 TWR/APP positions defined in 7.3 includes self-study methods and on average up to 3 practical training sessions with a mentor.

7.5. All vACC members and visiting controllers must have the chance to take part in any vACC Tier 2 endorsement program.

7.6. Controllers must hold the required rating as per GCAP for the position before requesting Tier 2 endorsement training.

7.7. There are no currency requirements for any Tier 2 endorsement. However, Tier 2 endorsements may be revoked if competency requirements are not met or if the respective controller is removed from the vACC controller roster.

8. Activity, currency, and competency requirements

8.1. Home and visiting controllers are required to control no less than 5 hours on positions within the vACC in any rolling 6 month period. Failure to meet this activity requirement will result in a written warning to the controller. Controllers have 30 days to meet the activity requirement from the date of the warning before removal from the vACC roster.

8.2. Removing controlling privileges because of activity is considered to be an administrative action only. The VATEUD ATD does not need to be informed about such actions.

8.3.   Controllers are required to study and be familiar with the SOP of an airport before they log in as a controller on this airport.

8.4.   Controllers are required to stay informed about all changes in procedures, which will be communicated through the relevant channels on the BGvACC Discord server.

8.5.   Controllers must ensure they always possess the latest AIRAC sector file update. The AIRAC updates are published on the Bulgaria vACC AeroNAV page and generally change every 28 days. Any updates are also always announced on Discord.

8.6.   Currency provisions apply with regard to a controller being aware of the current local procedures. A controller shall acknowledge all changes to local procedures. A controller is only considered out of date if they have not acknowledged changes that are over two months old. Prior to removing a controller from the roster, the vACC shall notify the controller to allow them to re-establish currency within a one month period. Acknowledging changes to procedures may only consist of reading, accepting and responding to information.

8.7.   Endorsements can be removed with the currency requirements procedure outlined above. The removal of an endorsement does not need to be connected to the full removal of a controller from the vACC controller roster.

8.8.   The VATEUD ATD must be informed in written form about any removal of controlling privileges related to currency requirements. This shall include a short summary of the case including the date at which the controller was warned and the date at which the controlling privileges were removed.

8.9.   If controlling privileges were removed for activity or currency reasons, regaining them should be an efficient process for all controllers.

    8.9.1.   A theory exam by the vACC may be required. At least an oral theoretical examination shall be held before any practical session. If this oral exam is failed, the practical session cannot take place. Not more than one practical session can be required to regain a specific controlling privilege. Thus there can be one session for the general controller roster and one more session for each endorsement.

    8.9.2.   If the performance of the trainee is too bad in the practical session, the related controlling privilege shall still be issued but a follow-up-session can be made mandatory. If the unacceptable competency standard persists, 8.10. shall be applied.

8.10.   Controllers who fail to remain competent as per GCAP standards can be warned by the vACC ATD lead. At least two training sessions shall be scheduled to resolve the situation. The controller is required to collaborate with the vACC ATD (otherwise the

vACC ATD lead should involve the VATEUD ATD lead). The last of such training sessions must be held with a vACC examiner. If competency standards as per GCAP still are not met, the vACC ATD lead shall inform the VATEUD ATD lead in written form about the situation and recommend to the VATEUD ATD lead which actions shall be taken - this may include the removal of endorsements or other restrictions on positions to be staffed by the controller. The vACC ATD lead shall include in their message to the VATEUD ATD lead:

1. A summary of how GCAP standards are not met (especially why other VATSIM members are impacted by this).
2. Email or chat correspondence with the controller failing to remain competent including the official warning, the offers for mandatory training, and where relevant training protocols.
3. Feedback received by the vACC ATD lead regarding the controlling failing to remain competent.

8.11. Regaining controlling privileges which were removed as described in 8.10. may require a theory exam and practical training sessions. The vACC ATD and the controller should agree on a training plan to train the controller up to the minimum acceptable standards for their lost controlling privileges in order for them to be reissued. If no agreement can be reached, the VATEUD ATD shall be involved. Once the controller meets the competency standards as per GCAP, the vACC shall reissue the controlling privileges and inform the VATEUD ATD lead about doing so. If multiple privileges were removed, these may be reissued step by step.

9. Underperforming trainees

9.1. An underperforming trainee is a trainee who performs significantly worse than the average trainee. It is not realistic to train them up to the lowest acceptable standards without spending significantly more mentoring effort than the average effort per trainee. Thus the training of other trainees suffers significantly if the training of this trainee is continued.

9.2. After three training sessions in a specific stage of training, a mentor may inform the vACC ATD lead that the trainee's performance is consistently and significantly below average.

9.3. If the vACC ATD lead agrees, they must inform the trainee that they are considered to be potentially underperforming. The trainee will then have no less than two additional training sessions with approved vACC examiners to attempt to resolve the situation.

9.4. If the vACC examiners conclude that substantial progress was made, regular training with the trainee will continue. If the vACC examiners conclude that the performance is still significantly below the minimum expected performance of a trainee at this stage and that successfully completing the training stage is unlikely, the examiner will inform the vACC ATD lead and the trainee that the trainee is underperforming. The vACC ATD lead needs to provide the VATEUD ATD with a short summary of the case.

9.5. The vACC ATD lead will decide how long training for the trainee is paused. This must not be longer than 6 months. After that time frame the trainee may apply again for the training stage. There is no need to prioritize the trainee in the waiting list, but there must not be any disadvantage, either. The trainee will need to start the training stage from the beginning.

10. Booking ATC positions

10.1. Bulgaria vACC operates an optional booking system through our website. Controllers can book a session for any position they are rated for up to one week in advance, but no later than an hour prior to the start of the session. The minimum booking duration is one hour, and bookings can be up to four hours long.

10.2. Controllers with a booked session have priority over all other normal sessions. Any issues should be escalated to vACC Staff.

10.3. Online training sessions of a trainee with a mentor or CPTs have priority over any other station booking. This may also include any relevant stations that are staffed top-down by the position on which there is a training session or CPT.

10.4. Training sessions must be booked at least 24 hours prior to the start of the session in order to have priority over other bookings.

10.5. CPTs always have priority over other sessions regardless of when they are booked, however if possible they should be scheduled at least 24 hours in advance.

10.6. Controllers with conflicting bookings must be informed as soon as the training session or CPT is scheduled.

10.7. Controllers are obligated to release their bookings for the relevant stations upon request by ATD Staff when a priority training session or CPT requires it.

10.8. Bulgaria vACC reserves the right to limit controllers' access to the booking system in cases where it is abused to the detriment of other pilots or controllers on the network.

11. Position staffing rules

11.1. All approved positions and their corresponding frequencies are listed on the BGvACC website. No other positions shall be opened without explicit approval from vACC Staff.

11.2. Relief positions (callsigns with a double underscore, _1_, etc.) are not considered separate positions, however controllers logged in as the main position and a relief position shall not control at the same time.

11.3. Positions defined in the sector file but not on the website shall not be used to connect to the network outside of approved events or other exceptional circumstances.

11.4. LBSR FIR is split into four control sectors. Traffic permitting, the main Sofia Control (LBSR_CTR) bandbox should always be staffed first. Sofia Control - Varna Sector (LBSR_V_CTR) may also be opened under normal traffic conditions, but this should not be a common occurrence. Any other sector splits can be opened with the approval of the online controller.