



**FLIGHT SCHOOL**

**The Pilot Club Flight School  
Authorized Training Organization**

Administrative and Operations Policy

**Version 1.2  
Effective: 2 Feb, 2024**

**WARNING**

Information contained in this document  
is intended for flight simulation  
purposes only.

## Table of Contents

<b>1</b>	<b>ATO Mission Statement .....</b>	<b>5</b>
<b>2</b>	<b>Management Functions .....</b>	<b>6</b>
2.1	Role of Chief Flight Instructor .....	6
2.2	Management Responsibilities and Authority .....	6
<b>3</b>	<b>Communications and Data .....</b>	<b>7</b>
3.1	Communications.....	7
3.2	Data Retention .....	7
<b>4</b>	<b>Approved Pilot Rating Training Programs .....</b>	<b>8</b>
4.1	P1 – Private Pilot License.....	8
<b>5</b>	<b>Pilot Training .....</b>	<b>9</b>
5.1	ATO Enrolment Status.....	9
5.2	Teaching and Instructing Strategies .....	9
5.3	Student Training Assessment.....	9
<b>6</b>	<b>Pilot Rating Evaluation Criteria .....</b>	<b>10</b>
6.1	Written Examination .....	10
6.2	Practical Examination .....	10
<b>7</b>	<b>ATO Improvement and Quality Assurance Process .....</b>	<b>11</b>
<b>8</b>	<b>Conflict Resolution and Appeals Process.....</b>	<b>12</b>
8.1	Conflict Resolution.....	12
8.2	Appeals Process .....	12

## Control Pages

### *ATO Operations Manual*

Document Identification	
Type	Operations Manual
Version	1.2
Issue Date	5/12/2022
Effective Date	6/12/2022
Scope	This operations manual applies to all of the constituent components that comprise this Authorized Training Organization of the VATSIM network. It applies to all levels of the organization, including, but not limited to, the Chief Flight Instructor, the Instructors, the Support Staff, ATO students
Prepared by	Elliot Jordan
Approved by	VATSIM Pilot Training Department
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*Revision Records*

Revision Number	Date	Description of Change	Author
1.0	5/12/2022	Original Document	Elliot Jordan
1.1	5/2/2023	Small changes including: Policy Identification, and staff title changes.	Elliot Jordan
1.2	2/2/2024	P2 Instrument Rating Addition	Elliot Jordan

*Waivers*

Date	Description of Waiver	Authorizing Party

*Related Documents*

Document Name	Document Identification
ATO PPH	ATO Policies and Procedures Handbook

# 1 ATO Mission Statement

The mission of **The Pilot Club Flight School** is to provide quality and unbiased pilot training to the members of the VATSIM network. The ATO will act professionally and ethically in all capacities. Students shall not be discriminated upon and shall be provided with a positive and learning encouraged atmosphere in all aspects. All staff will fairly and diligently train students to the best of their abilities no matter the skill level of the student. All pilot ratings issued by this ATO will not only be done fairly, but also transparently.

## 2 Management Functions

### 2.1 *Role of Chief Flight Instructor*

The Chief Flight Instructor is ultimately responsible for ensuring the safe, sound, and efficient operation of the Authorized Training Organization, its staff, its students, and its records.

### 2.2 *Management Responsibilities and Authority*

The Chief Flight Instructor (CFI) will serve as a primary contact with VATSIM's Pilot Training Department and will be ultimately responsible for the ATOs approved operational status granted by the VATSIM Pilot Training Department. The CFI shall act under the guidance of the ATO Policies and Procedures Handbook in all areas of operation. The CFI is also expected to maintain a professional and ethical way of conducting ATO business at all times. In order to full fill these obligations, the CFI may remove any staff member or student at any time, which is against the mission of the ATO at any time utilizing the ATO's conflict resolution program provided in the ATO Operations Manual.

Given the above responsibilities, each CFI must act in the best interest of their ATO, staff, and students. CFIs who are failing to meet the standards of the ATO Policies and Procedures Handbook, ATO Operations Manual, the mission statement of the ATO, or acting in a professional or ethical capacity may be removed.

### **3 Communications and Data**

Communications and the use of data are a critical part of ensuring a connected and organized ATO. The ATO plans to utilize the following methods to conduct communications.

#### **3.1 *Communications***

1. All members may utilize email, website booking, and The Pilot Club ATO approved Discord for general communications
2. Staff communications will be accomplished through, emails, private discord channels, and direct messages.
3. All conflict resolution and appeals communication shall only be done via email for accurate records keeping purposes.

#### **3.2 *Data Retention***

All member data and examination results will be retained in compliance with the ATO Policies and Procedures Handbook. Examination results will be secured for the mandated two-year period for records and review purposes.

## 4 Approved Pilot Rating Training Programs

The **TPC Flight School** ATO has been approved under the guidance of the VATSIM Pilot Training Department to operate and issue pilot ratings using the following Pilot Rating Training Programs with the following training program syllabi.

### 4.1 *P1 – Private Pilot License*

Training Program Approved Syllabus: [P1 Training Syllabus](#)

### 4.2 *P2 – Instrument Rating*

Training Program Approved Syllabus: [P2 Training Syllabus](#)



## 5 Pilot Training

Pilot training is the key to the success of the ATO and its students. The ATO will utilize the following methods, techniques, and assessment strategies to conduct pilot training.

### 5.1 ATO Enrolment Status

The Pilot Club Flight School ATO is an **Unrestricted** ATO due to the acceptance of all VATSIM members.

### 5.2 Teaching and Instructing Strategies

Student training will be a mix of theoretical and practical training. Theory training will be conducted through the use of a self-paced online ground school containing slides, videos, and theoretical activities to prepare the student for their written exam. Upon completion of the written exam, the student will then be obligated to schedule practice flights with an instructor until ready for his/her practical examination.

### 5.3 Student Training Assessment

Students will be assessed by feedback from periodic interactive quizzes in the theoretical content. Students will also be assessed during their practice flights in the aircraft during each lesson debriefing.

### 5.4 Flight Instructor Training Flow

1. Upon completion of the VATSIM Part 1 flight instructor course, interested candidates should submit a [training staff application](#) including their part 1 certificate of completion.
2. Candidates will then go through an onboarding process to familiarize the Trainee Flight Instructor (TFI) with The Pilot Club training procedures and policies.
3. The Trainee Flight Instructor (TFI) will undergo the following Practical Training Guide:
  - (a) Observe *at least 1* (one) training session from each rating being taught (I.e. if the student has a P2 rating, he will have to observe at least 1 P1 & P2 training session) under the administration of a TPC Flight Instructor (FI).
  - (b) Administer *at least 1* Onboarding & Flight Theory lesson AND *at least 1* practical lesson under the guidance of the TPC DPT or an Authorized Instructor.<sup>1</sup>

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<sup>1</sup> An Authorized Instructor is a senior instructor who has been approved by the TPC Director of Pilot Training (DPT) to oversee and teach Trainee Flight Instructors.

- (c) Conduct training sessions regularly under occasional supervision until **25** hours (approx. 12-16 sessions) of instructing has been met. During this probationary period, the TFI will use this time to get comfortable instructing on their own and training comments will be monitored to provide the TFI with feedback.
- (d) After satisfactory performance during the probationary period, the TFI will be signed off by the TPC DPT and referred to process the P5 rating.

## 2) Pilot Rating Evaluation Criteria

Students will be assessed using the following criteria when attempting a written and practical examination for a pilot rating.

### *a) Written Examination*

Students must complete pilot rating written examinations with a score of **70%** or higher to pass and be eligible to complete the practical examination portion of each pilot rating.

### *b) Practical Examination*

Students will be evaluated using the appropriate ATO practical examination rubric for each Pilot Rating under the guidance of the rating's Member Certification Standards.

### 3) ATO Improvement and Quality Assurance Process

In the interest of continuing to improve the ATO, the ATO will:

- Collect training program feedback from students upon completion of that pilot rating's training program.
- Provide a way to collect general ATO feedback on the ATO website.
- Track the pass/fail rates of written and practical exams for each approved pilot rating training program.
- Conduct quarterly staff meetings
- Set annual goals for the ATO to achieve between each annual evaluation.

## 4) Conflict Resolution and Appeals Process

In the interest of maintain order and fairness within the ATO, the following conflict resolution and appeals processes will be used to ensure a fair and consistent process of processing discrepancies.

### *a) Conflict Resolution*

ATO members who have conflict with any other ATO member shall notify the ATO CFI via email with: the date, detailed notes regarding the conflict, and names of any other parties involved in the conflict as soon as practical.

### *b) Appeals Process*

Student's who believe they have not correctly been evaluated for a pilot rating examination may appeal the results given by the examiner. Appeals shall be submitted to the ATO CFI via email as soon as practical containing the: date, pilot rating being attempted, examiner, and a detailed message of why the student feels the results of the examination should be appealed.

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