



virtualACA Policy Manual

Version 1.2

April 2015

1. Requirements for Employment

- 1.1 The applicant must submit their real identity
- 1.2 All Pilots must be 13 years or older at time of registration
- 1.3 All Pilots must have a legal copy of Microsoft Flight Simulator, Microsoft Flight Simulator: Steam Edition, Lockheed Martin Prepar3D, or X-Plane
- 1.4 If a member, a pilot must be in good standing with the IVAO and/or VATSIM networks
- 1.5 All Pilots must maintain an active email with virtualACA
- 1.6 Pilots must fly one (1) flight per calendar month to remain on the active roster.

2. Application Process

- 2.1 Prospective Pilots shall submit an application under the “Register” tab on the website
- 2.2 Prospective Pilots must provide truthful information on their application. Failure to provide truthful information will result in the application being rejected and a ban.
- 2.3 Prospective Pilots, when accepted will be assigned a Pilot ID number and be placed on probationary status.
- 2.4 A maximum of fifty (50) transfer hours may be transferred to virtualACA. Prospective Pilots must provide a valid link to verify the hours.
- 2.5 Probationary Pilots must fly a flight and login to the forums within seven (7) days of their application being accepted. Failure to do so will result in your account being deleted.
- 2.6 Any pilot transferring hours will not have their rank changed or transfer hours added until they have completed their first flight with virtualACA.

3. Pilot/Management Ranks

- 3.1 Pilot Ranks
 - 3.1.1 New Hire (0-4.9 hours) v\$10/hr. virtual pay
 - 3.1.2 Second Officer (5-49.9 hours) v\$20/hr. virtual pay
 - 3.1.3 First Officer (50-149.9 hours) v\$30/hr. virtual pay
 - 3.1.4 Captain (150-399.9 hours) v\$40/hr. virtual pay
 - 3.1.5 Chief Pilot (400+hours) v\$50/hr. virtual pay
- 3.2 Management Ranks (All positions appointed)
 - 3.2.1 Events Director
 - 3.2.2 Hub Manager
 - 3.2.3 Chief Administrative Officer
 - 3.2.4 Chief Operating Officer
 - 3.2.5 Chief Executive Officer
 - 3.2.6 Chairman of the Board
- 3.3 Note: Staff Positions may be added or dissolved based on the needs of the VA

4. Crew Bases and Transfer Requests

- 4.1 Currently, virtualACA has four (4) hubs that a pilot may be a part of: Montreal, Toronto, Calgary, and Vancouver.

- 4.2 Pilots who have been a member of virtualACA in good active standing for six (6) months may request a hub transfer by contacting their current hub manager.
- 4.3 Both hub managers (if applicable), and the CEO must approve the hub transfer. The hub transfer will occur at the end of the current calendar month.
- 4.4 Only one (1) crew base transfer in a twelve (12) calendar month period is allowed.

5. Flight Requirements

5.1 PIREPS

- 5.1.1 All PIREPS filed must use one of the supported ACARS programs listed in 5.3.1 of this document.
- 5.1.2 Manual PIREPS are only to be used if an error with the ACARS/Simulator system is encountered during a flight. The reason must be provided in the comment section of the PIREP and submitting a screenshot will greatly improve the chances of having the Manual PIREP approved. Manual PIREPs may be held for review and will be approved at the Staff's discretion.

5.2 Aircraft Substitutions/Liveries

- 5.2.1 Aircraft substitution policies vary between airlines. To avoid your PIREP's from being rejected please only substitute between the parameters outlined in the following subsections. Substitution Aircraft must have sufficient range to complete the flight without refueling. Aircraft substitutions are **NOT** allowed on aircraft specific tours.

5.2.2 **Air Georgian (B1900), Central Mountain Air, EVAS**

- 5.2.2.1 Beech 1900, King Air 350

5.2.3 **Air Canada Jazz**

- 5.2.3.1 CRJ200 - CRJ705 (CRJ700/CRJ900) - Dash8-100 - Dash8-300 - Dash8-400
- 5.2.3.2 Air Georgian CRJ Flights may be flown with any of the above CRJ's.

5.2.4 **Sky Regional Airlines**

- 5.2.4.1 Dash8-400 – EMB170/175

5.2.5 **Air Canada Rouge**

- 5.2.5.1 A319-100 - B767-300 - B787-800

5.2.6 **Air Canada (Mainline)**

- 5.2.6.1 A330 - A321- A320- A319 - B767-300 - B777-200 - B777-300 – B787-800 - E190

5.2.7 **Retro Aircraft**

- 5.2.7.1 Retro aircraft may be substituted onto any scheduled flight, so long as the aircraft has sufficient range to complete the flight.
- 5.2.7.2 Aircraft substitutions are **NOT** allowed on the Retro Tours

5.2.8 **Star Alliance Codeshares**

- 5.2.8.1 Any similar sized aircraft that the Star Alliance carrier operates or any similar sized Air Canada/Air Canada Express aircraft (ex. If the route calls for a United 737, you can fly a United 737 or similar, The Star Alliance Livery, or any Air Canada livery)

5.2.9 Aircraft Liveries

5.2.9.1 Flights must be flown using the correct liveries as follows: Air Canada, Air Canada Retro, Air Canada Rouge, Air Canada Express (Jazz, Sky Regional, Central Mountain Air, EVAS), Star Alliance, or correct Star Alliance Member.

5.3 ACARS

5.3.1 virtualACA is pleased to provide pilots with our own custom ACARS program, ACAcars. We also support XACARS, FSACARS, and FSPAX. Configurations for all the programs are in the pilot center and ACAcars can be downloaded off the virtualACA forum.

5.3.2 The use of one of these programs is REQUIRED by all pilots.

5.4 Simulation Rate/Pausing

5.4.1 Simulation Rate change (Time Acceleration) is NOT allowed. All flights must be flown at 1x sim rate. Flights flown with simulation rate changes will be rejected.

5.4.2 Pausing is allowed on flights.

5.5 Online Flight/Shared Cockpit

5.5.1 Online flying on either the IVAO and/or VATSIM networks are NOT required, but encouraged.

5.5.2 When flying online, please put our website www.virtualaca.net in your flight plan remarks.

5.5.3 When flying online, you may use either your Pilot Number or flight number. In addition, please use the correct 3-letter identifier and callsign. These can be found in General Operations Section of the forums.

5.5.4 Flights flown using Shared Cockpit is allowed. Both pilots flying may submit a PIREP for the flight flown.

5.6 Online Events

5.6.1 virtualACA Events flown online on the IVAO or VATSIM networks will be organized by the Events Director.

5.6.2 Pilots will use their PID number as their callsign when participating in an event.

5.6.3 Bonus hours and promotions may be determined by the Events Director.

6. Member Conduct

6.1 virtualACA Website/Forum

6.1.1 The purpose of our website is built around community and sharing the hobby of flight simulation. All members are expected to behave appropriately when using our website and forum. Active discussion is encouraged!

6.1.2 Should a post be deemed inappropriate for the forum, a moderator or administrator has the right to delete it.

6.1.3 Flaming or inciting a flame is prohibited. Disagreements are healthy and constructive, but resorting to name calling is not allowed. We are all adults; we need to act like them.

6.1.4 Use of profanity or references to profanity is prohibited. If you think something may be questionable, don't post it.

6.1.5 Nudity, partial-nudity, or anything suggestive in nature is not allowed and will be deleted. This goes for personal avatars and signatures as well.

- 6.1.6 Piracy, exchanging of keys, or requesting payware keys is prohibited.
- 6.1.7 Self-promotion of commercial products for financial gain will be removed.
- 6.2 Teamspeak
 - 6.2.1 Pilots have free 24/7/access to our Teamspeak 3 server. It is encouraged for pilots to sign in and meet fellow members. Members shall maintain acceptable conduct at all times while on the server. Information on how to connect is on the forum.
 - 6.2.2 When logging into the server, members must login with their correct first name, last name and pilot ID number. (Ex. David Clark ACA1001)
 - 6.2.3 The server is open to REGISTERED MEMBERS ONLY. Outside guests are not allowed. Should a pilot be found to be giving out the Teamspeak information to outside members, they will be subject to disciplinary measures by the virtualACA staff.
 - 6.2.4 If a virtualACA staff member feels a member's conduct on Teamspeak violates policy, the member(s) in question may be subject to a Teamspeak ban for a period of time determined by the staff. Pilots who repeatedly violate policies may be banned permanently by the staff.
 - 6.2.5 Should a member feel that another member is not maintaining acceptable conduct while on the Teamspeak server, they shall contact a staff member to discuss the issue.
- 6.3 Online Flying
 - 6.3.1 The reputation of virtualACA on both the VATSIM and IVAO networks is a highly valued part of the VA. A pilot that diminishes this reputation by their actions while flying online is subject to being removed from the roster.

7. Management Positions

- 7.1 Any pilot not within their probationary period is eligible for a management position.
- 7.2 A "promote from within" attitude will be held.
- 7.3 Any vacant management positions will be posted in the forum.
- 7.4 Prospective applicants for management positions may be asked to do an informal Teamspeak interview with a staff member.
- 7.5 Even if there are no vacancies, letting management know of your interest is recommended.

8. Leave of Absence (LOA)

- 8.1 If it is necessary for a member to be away for an extended period of time a member may take up to ninety (90) days Leave of Absence. LOA requests shall be posted in the correct hub forum. After you receive confirmation from your hub manager or the CAO, you will be placed on the LOA list.
- 8.2 It is the pilot's responsibility to keep in contact with the staff regarding their status.
- 8.3 If you are found to be flying regular flights with another virtual airline while on LOA status, you will be removed from the roster. We do not believe it is too much to ask that if you are flying for another VA, that you fly at least one (1) flight per calendar month for virtualACA.
- 8.4 Should a pilot exceed ninety (90) days on LOA without contact, inactivity rules will apply.
- 8.5 Military Personal may be placed on indefinite LOA for as long as needed. virtualACA thanks you for your service.

9. Inactivity Policy

- 9.1 Pilots who have not flown the required one (1) flight per calendar month and are not on leave will be regarded as inactive and will be retired and moved to the inactive roster.
- 9.2 Pilots on the inactive roster will receive an email from the Chief Administrative Officer and have 2 weeks (14) calendar days to become active again. If the pilot fails to become active or contact the CAO within the fourteen (14) calendar days the pilots account will be deleted.
- 9.3 After being removed from the roster due to inactivity two (2) times, a pilot will not be eligible for rehire.

10. Resignation

- 10.1 Pilots wishing to resign from virtualACA shall contact their hub manager.
- 10.2 Pilots resigning from virtualACA will not be allowed to reapply for a period of twelve (12) months. All reapplications are subject to approval by the virtualACA staff.

11. Suspension and Termination

- 11.1 A member may be suspended at any time if in the judgment of senior management, the actions of a pilot are outside of the policy's set forth in this document or the pilot's action can be considered a detriment to the VA. Suspension length shall be determined by management.
- 11.2 If a member's action is considered to be extreme a termination from the airline can be initiated.
- 11.3 Members terminated from the VA shall not be allowed to re-apply at a later date.

NOTICE: Revisions can be made to this SOP at the discretion of the Staff at any time. Notifications of revision will be posted within the virtualACA Forum Board.