

VA POLICY

VERSION 12



OASISHONGKONG
VIRTUAL
a Hong Kong-based Virtual Airline

Chapter 0 | Introduction

Oasis Hong Kong Virtual, abbreviated as VOHK, is a non-profit Hong Kong-based Virtual Airline (VA) website operated by a group of voluntary flight simmers since 2011. VOHK is aimed at providing excellent airline simulation and virtual pilot training to suit the needs of flight simulator enthusiasts in Hong Kong, and the rest of the world.

Oasis Hong Kong Virtual is not an airline or organization in real world.

This document shall govern the operation of Oasis Hong Kong Virtual (VOHK).

Chapter 1 | VOHK Organization and Official Provisions

1.1 The Structure of VOHK

- 1.1.1 Should operational need arises, members can be appointed as staff members or Administrators for the purpose of facilitating the smooth-running of VOHK.
- 1.1.2 **Staff List**
The official administrator staff list is published on our main website. Any change of the staff list is subject to the approval of the management team.
- 1.1.3 **Founders**
The founders of VOHK are listed as below in alphabetical order,
- Sora Chang (OHK003)
 - Ken Ho (OHK005)
 - Gerald Kong (OHK009)
 - Bill Lau (OHK004)
 - Invoke Wong (OHK001)
- 1.1.4 **Administrators**
- 1.1.4.a The management team consists of maximum **7** administrators, in which one of the Administrators is Chief Executive Officer.
- 1.1.4.b Administrators shall exercise the following powers and functions:
- Implementation of the VA Policy
 - Making important decisions on policies and development of VOHK
 - Handling Membership affairs
- 1.1.4.c Administrators reserves the rights to
- Appoint or remove any Staff or Administrator
 - Make amendments to VA Policy or any official documents
 - Inactivate, suspend or remove an account without notice
- 1.1.4.d Every Administrator shall have one vote for any important decision made by the management team, except when an administrator is the subject of the agenda item voted on e.g. Expulsion from the management team. All matters voted on requires a simple majority of members present in the management team in a meeting. If votes are equally divided, or an administrator is the subject of the agenda item voted on, the collective consent of all the administrators legible for voting is required.
- 1.1.5 **Chief Executive Officer (CEO)**
- 1.1.5.a In addition to the responsibilities as an administrator, CEO is also responsible to handling routine operation of the virtual airline. CEO is also IVAO's main liaison for VA partnership.
- 1.1.5.b CEO is elected by members every two years, and the quorum, 25% of members, must be present for the election of the CEO. Otherwise, the management team reserves the right to directly appoint a member as CEO.
- 1.1.6 **Staff Members**
- 1.1.6.a Staff members are responsible to assisting administrators to ensure the operation of VOHK meets the members' expectation.
- 1.1.6.b One and only one administrator or staff member is registered on VATSIM as VATSIM CFI, who is VATSIM's main liaison.
- 1.1.6.c **Chief Flying Instructor**
- To supervise and advise staff to deliver qualified training and assistance to members
 - To offer advices for the development of Virtual Pilot Training Programme
- 1.1.6.d **Instructor**
- To assist members to achieve their goal in online flying
 - To deliver the training materials and maintain the training system
- 1.1.6.e **Hub Manager**
- to manage the hub's route development and fleet dispatching.
- 1.1.6.f **Cargo Manager / Cargo Assistant**
- to manage the operation of Cargo division.
- 1.1.6.g **Webmaster**
- To manage the website and handling any technical issue about the system
- 1.1.6.h **Advisor**
- To provide advice and assistance on important policy implementation

1.2

Official Documents

1.2.1

Summary of Documents

The major official documents governing the operations of VOHK are listed as below.

- VA Policy
- Standard Operation Procedure (SOP)

1.2.2

All the information regarding administration such as staff recruitment, staff resignation or any change of VA Policy will be issued as news articles on the website.

Chapter 2 | VA System

2.1 phpVMS System

- 2.1.1 VOHK utilizes phpVMS for flight operation, fleet management and pilot rank system.
- 2.1.2 Crew Center is the user interface of phpVMS system.

2.2 Schedules

- 2.2.1 Regular schedule is the core flight schedule in the system. It shall be reviewed only if necessary.
- 2.2.2 Seasonal schedule shall be reviewed on a regular basis. Changes will be made on seasonal schedule based on the demand by members.

2.3 SmartCARS

- 2.3.1 Every member is required to install SmartCARS client software provided by VOHK. Members shall submit a PIREP via SmartCARS to complete a VOHK flight.
- 2.3.2 All the flights tracked by SmartCARS are governed by Standard Operation Procedure (SOP).
- 2.3.3 SOP provides guidelines for a member to complete a flight with SmartCARS and Crew Center. Members are required to abide by the rules in SOP.
- 2.3.4 Members are required to complete their flights online. The network could be either VATSIM or IVAO, and only one network at one time. The related procedures and rules of in-flight rest (AFK Policy) are included in SOP.
- 2.3.5 While tracking a VOHK flight with SmartCARS, it is not allowed to track the same flight with other virtual airline's flight tracking client.

- 2.3.6 It is members' responsibilities to ensure the submitted PIREP fulfill the requirements, as stated in SOP. Abnormal flight report may be, but not limited to,
 - Abnormal Flight Time
 - Unmatched destinations or aircraft Type

- 2.3.7 Following the acceptance of PIREP via SmartCARS, the flying hours will be added to the member's account.

2.4 The Hubs of VOHK

- 2.4.1 The hub is an airport that VOHK uses as a transfer point to get different flights to intended destinations.
- 2.4.2 The addition or removal of hub is subject to management team's approval.
- 2.4.3 Each hub shall have its own fleet.
- 2.4.4 The primary hub of VOHK is Hong Kong International Airport (VHXX). The secondary hub of VOHK is London Gatwick (EGKK) and Vancouver (CYVR).
- 2.4.5 Members can select or change their hub, which reflects his/her active flying region for VOHK. The choice of hub does not restrict the member's flights.

2.5 Cargo Division

- 2.5.1 The Cargo Division consists of flights and fleet that satisfy the demands of flying cargo aircraft by members.

2.6 Hub Manager

- 2.6.1 Each hub has a maximum of one Hub Manager.

Chapter 3 | Recruitment Policy and Inactivity Policy

3.1 Introduction

The Recruitment Policy outlines how the administration group handles the application, and it governs VOHK's recruitment process. Applicants shall understand the recruitment policy prior to submitting their application form.

3.2 Recruitment Process

3.2.1

Requirement

To be a member of VOHK, he/she

- must be over the age of 13
- must be able to speak or write in English as required by VATSIM or IVAO
- must own a VATSIM ID or a IVAO ID
- must have flight simulator software (FS9, FSX, X-plane, P3D) installed on their PC
- is required to install SmartCARS client software provided by VOHK
- is expected to file a PIREP via SmartCARS every 90 days (Refer to Inactivity Policy for details)

3.2.2

Recruitment procedure

3.2.2.a

Essential Personal Information

When an applicant submits his/her application, he/she agrees that the submitted information is true and complete.

3.2.2.b

Application Form

When an applicant submits the application through VOHK website,

- ✓ he/she understands VA Policy and Standard Operation Procedure.
- ✓ He/she agrees that the information submitted to VOHK will be handled by following VOHK Privacy Policy.
- ✓ He/she agree to abide by the rules of VOHK as published in any official documents.

3.2.3

In case the application is incomplete or suspiciously contains fake identity, administrators reserve the right to discard the application without notice.

3.3 Initial Flying Hour

3.3.1

For applicants with more than 100 flying hours on VATSIM or IVAO, VOHK credits the applicants with 70% of the VATSIM / IVAO flying hours (whichever is the higher).

3.3.2

The maximum initial flying hour (Transfer Hours) is 550 hr.

3.3.3

The equivalent pilot rank will be assigned to the members who bring their Transfer Hours to VOHK.

3.4 Definition of Inactivity

3.4.1

Members are required to submit a flight report via SmartCARS every 90 days. The flight must be completed online either VATSIM or IVAO.

3.4.2

If any member is unable to comply with above requirements, he/she is considered to be inactive.

3.5 Inactive Members

3.5.1

Receiving the inactive reminder email sent by VOHK, the member must reactivate his account by submitting PIREP via SmartCARS as instructed.

3.5.2

VOHK reserves the right to cancel the membership of a member who failed to comply with the instructions in accordance to Chapter 7 Conflict Resolution.

3.6 Leave Policy

3.6.1

If a member is unable to comply with 3.4.1 and he/she is willing to maintain the membership, he/she shall request a leave of absence via email (admin@voasis.org), mentioning

- A. Personal Callsign and Full name
- B. The reason for the leave
- C. The duration of the leave

Chapter 4 | Virtual Pilot Training

4.1 Introduction

- 4.1.1 Virtual Pilot Training Programme (VPTP) is the only pilot training policy in VOHK to maintain the quality of the online flights.
- 4.1.2 As a virtual airline, VOHK aims at assisting flight simmers to start their online flying career and simulate the operation of a real world airline for entertainment purpose.
- 4.1.3 VOHK is willing to aid flight simmers to achieve the minimum standards or expectation of VATSIM or IVAO. However, it is members’ responsibility to ensure that they have the basic knowledge for online flying before their first connection to such networks.

4.2 VPTP Ground Rules

- 4.2.1 Members must not abuse or cheat in the training system.
- 4.2.2 The pilot profile of every member in the system is confidential. Members could only access to their own pilot profile except approved staff members.

4.3 Pilot Rank System

- 4.3.1 Pilot rank system is a part of VPTP. Totally 7 pilot ranks are designed for members to recognize their flight simulation experience. A member’s pilot rank will be promoted when certain conditions are achieved.
- 4.3.2 Real World Rating Conversion
Members with real world license are welcome to contact Chief Flying Instructor for details.
- 4.3.3 IVAO Pilot Rating Conversion
Members with IVAO PP rating and CP rating or above are welcome to apply for Test 1 exemption and Test 2 exemption respectively.

4.3.4 VATSIM Pilot Rating Conversion
Members with VATSIM P2 rating or above are welcome to apply for Test 1 exemption.

4.3.5 The pilot rank “Grounded Pilot” exists for those members who are not allowed to operate any flight in the VA system, either for training purpose or disciplinary action.

Pilot Ranks	Flying Hours	Requirements
New-comers with online flying hours+ We will handle by following the procedure as stated in the Recruitment Policy.		
Conditional Second Officer	0	-
Second Officer	100+	Test 1 Passed
First Officer	300+	Test 2 Passed
Senior First Officer	550+	-
Captain	700+	-
Senior Captain	900+	-
Grounded Pilot	See 4.3.5	

Table 4.3.1 VOHK Pilot Rank System

4.4 VATSIM Pilot Rating

4.4.1 VOHK is certified by VATSIM as an Authorized Training Organization to provide training for different VATSIM pilot rating as follow. For details, please refer to the relevant Test Guide available on Training System.

Pilot Rating	Test	Description
VATSIM P1	VATSIM P1 Test	VATSIM Online Pilot
VATSIM P2 (TBC)	-	VATSIM Flight Fundamentals

Table 4.3.2 VATSIM Pilot Rating System

Chapter 5 | Communication Policy**5.1 Teamspeak 3 Server**

- 5.1.1 VOHK offers Teamspeak 3 server for members to communicate with each other. All users shall follow the ground rules as stated in Teamspeak 3 Server.
- 5.1.2 Only Push-to-talk mode is allowed in the server.
- 5.1.3 Abusing any function of the servers will result in being invited to leave.
- 5.1.4 For the sake of information security (INFOSEC), users are reminded to style themselves with full name or MyOasis ID (personal callsign) when they choose their usernames in the server. Examples are as follow -
 - (1) Bill Lau
 - (2) OHK006 Gerald Kong
 - (3) OHK054
- 5.1.5 Users who opted to use aliases may risk themselves being invited to leave if they cannot be properly identified by the members.
- 5.1.6 It is also required members should not broadcast or record any of the feeds in the server without approval from all users currently on the server. Offenders may be removed or banned if found.

5.2 Facebook Page

- 5.2.1 VOHK may release official announcement through facebook fan page. Members are invited to like the fan page to ensure they receive the latest news about VOHK.

Chapter 6 | Official Aircraft Repaints**6.1 Submitting a Livery**

- 6.1.1 VOHK respects the passion of repainters and welcome them to contribute aircraft repaints to VOHK for sharing as an official livery. Official Liveries will be available on website for public to download.
- 6.1.2 Repainters shall contact CEO to propose any official liveries. VOHK reserves the right to reject the liveries and VOHK suggest repainters to communicate with CEO for any plan.
- 6.1.3 Each submitted files shall contains a read-me file. The format of read-me file shall follow the template provided by VOHK.
- 6.1.4 The copyright of an official repaint shall be owned by Oasis Hong Kong Virtual, while repainters may request removing it from the website.

Chapter 7 | Conflict Resolution

7.1 Introduction

- 7.1.1 All members are required to abide by the rules in SOP. Administrators reserves the right to take disciplinary action against those who violated the rules in accordance with Conflict Resolution Policy.
- 7.1.2 The existence of the Conflict Resolution (CR) policy outlines the procedure to handle the cases involving disciplinary action fairly and equitably, and to process the complaints addressed by the members.
- 7.1.3 Under Conflict Resolution policy, the administrators are responsible for
- Vetting process of cases involving disciplinary action.
 - Hearing appeals in cases of members which have received penalty.
 - Responding to the complaints made by members.

7.2 Handling Complaints

- 7.2.1 A complainant could lodge his complaint regarding the operation of VOHK direct to CEO via email. For serious case determined by CEO, CEO shall call for an administrator meeting to review the received complaints.

7.3 Disciplinary actions in VOHK

- 7.3.1 It is administrators' responsibility to impose reasonable and suitable disciplinary actions they deem fit in a case.
- 7.3.1.a Short-term Grounding
Assign the pilot rank 'Grounded Pilot' within 30 days to prevent the member from operating the flights of VOHK within the specified period, or until certain conditions are satisfied.
- 7.3.1.b Long-term Grounding
Assign the pilot rank 'Grounded Pilot' for more than 30 days to prevent the member from operating the flights of VOHK within the specified period. Normally it will be considered only if a member has repeated occurrences after above disciplinary action had been imposed.
- 7.3.1.c Membership Cancellation
Remove the member from the Roster.

- 7.3.1.d Permanently Suspension
Remove the member from the Roster and prevent the member from registering again by preserving the member's information permanently.
- 7.3.2 An email will be sent to the guilty member before the above actions comes into effect. If the guilty member feels aggrieved, he or she has the right to make an appeal to CEO within 7 days before the disciplinary action comes into effect. The administrators will take maximum 14 days to further review the appeal.