GANDER OCEANIC

GENERAL POLICY - REVISION 1.5

WARNING

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flight simulation purposes only.

Document Identification

Document Identification	
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Revision Records

Revision Number	Date	Description of Change	Author
1.0	29/11/2019	Initial Document	AO
1.1	23/12/2019	Added event section	AO
1.2	10/01/2020	Updated Discord section	AO
1.2.1	10/02/2020	Letter of Recommendation clause	AO
1.3	08/06/2020	Removed temporary endorsement clause. Transferred activity requirement into new Policy 4 (Currency). Changed FIR to OCA.	AO
1.4	19/01/2024	Consolidation of policy documents into one. Document updated for GCAP compliance.	GT
1.5	01/11/2026	Amendment to Oceanic Clearances via CPDLC and amendment to EuroScope ATIS lines.	GT

Related Documents

Document Name	Document Identification
Gander Oceanic Training Policy	CZQOP2_Training

1 Purposes of this document

The purposes of this policy are:

a) To provide a general overview of standard practices and expectations of members within the Gander Oceanic OCA.
b) To outline eligibility requirements.

1.1 Scope

1.1.1 This policy applies to all members and visitors of the Gander Oceanic OCA.

1.2 Policy maintainer and review schedule

1.2.1 This policy shall be maintained by the OCA Chief (CZQO1).

1.2.2 This policy shall be reviewed, every 12 months.

1.3 Definitions

1.3.1 A '**student**' is any individual undertaking oceanic certification training with the Gander Oceanic OCA.

1.3.2 A '**certified member**' is any individual with a certification, and without a staff position.

1.3.3 A '**staff member**' is any individual holding an instructor or executive position.

1.3.4 A '**general member**' is any individual covered by the scope of this document, regardless of position.

2 Policy

2.1 General Members

2.1.1 To be eligible to apply for training and certification, prospective members must:

a) hold a C1 rating or higher.
b) have accumulated a total of FIFTY (50) hours operating a Enroute related position after a rating upgrade.

2.1.2 Upon receiving their oceanic certification, a certified member shall read and fulfill the activity requirement prescribed in 3.1 (Currency) to retain their endorsement.

2.2 Staff Members

2.2.1 Staff members shall maintain a regular presence online, as well as on the Discord server.

2.2.2 Staff members may request an LOA directly from the OCA Chief. An LOA may not exceed six months. During this time, the staff member will not be in command of any of their regular duties.

2.2.3 Staff members are obligated to check their emails and messaging platforms regularly. Failure to do so may result in a staff member's termination from their position of authority.

2.2.4 The OCA Chief, in consultation with the VATCAN Division Director reserves the right to terminate any staff member from their position of authority, at any point in time.

2.2.5 In addition, each of the clauses outlined in the above section 2.1 shall also apply to all staff members.

2.3 Discord

2.3.1 Gander Oceanic provides a Discord server for communication with other members of the Gander community. Access to this server is a privilege, not a right.

2.3.2 Membership to the Discord server may only be granted if the individual holds a VATSIM certificate number.

2.3.3 Members of the server automatically agree to abide by the VATSIM Code of Conduct, Code of Regulations, and this policy in all channels: text or voice. Failure to do so may result in termination of certification, a ban from the server, or disciplinary action on the network.

2.3.4 All members shall refrain from using the '@everyone' tag. In a situation where this might be required, the member shall contact a Senior Staff member beforehand.

2.3.5 Members shall not use the Discord medium to spam other members with images, text, or other material. Members doing so will be subject to immediate disciplinary action.

2.4 Events

2.4.1 Gander Oceanic warmly welcomes events (including those organised by Virtual Airlines, streamers, etc) that pass through the Gander and Shanwick airspace, and we are very happy to provide our excellent, professional service for both sectors.

2.4.2 Gander Oceanic requires a notice of at least Twenty-One (21) days from the event coordinator if Oceanic control is needed. This ensures that you can have the best oceanic experience throughout the duration of your event, as it takes time for us compile a roster.

2.4.3 Whilst requests for controllers within the Twenty-One (21) day window will be action, Gander Oceanic make no guarantees that we will be able fulfill the request and reserves the right to decline any request through due to controller availability.

2.4.4 Requests in accordance with 2.4.1 shall be made in writing via email to the Events and Marketing Director, copying in the OCA Chief. Should the Events and Marketing Director position be vacant, then correspondence shall be directed to the OCA Chief. Email addresses can be found on the website, on the staff page.

3 CURRENCY

3.1 Requirement

3.1.1 Controllers are to acknowledge any changes in local procedure within **TWO (2) Months** of any notice being published. Controllers will be shown as inactive on the roster if any changes that have been published, have not been acknowledged by the controller and therefore will be unable to control an oceanic position until done so.

3.1.1.1 If after the TWO months has elapsed and no acknowledgement has been received the controller will be contacted to bring to their attention that a notice has been published. If after ONE (1) Month of this contact, no acknowledgement has been made then the controller will be removed from the roster.

3.1.2 Any controller who has been inactive from the roster for over **THREE (3) Months** will be contacted advising them of the currency and acknowledgement to local procedures.

3.1.3 Any controller who has been inactive from the roster for over **NINE (9) Months** will be contacted advising them of the currency, acknowledgement of local procedures and removal from the roster upon the expiration of the 12 months of inactivity.

3.1.4 Any controller who is shown as ‘inactive’ on the roster for more than **TWELVE** (**12) Months** will be removed from the roster and the certified controller status with the applicable endorsement revoked.

3.1.5 Any controller who has been removed from the roster due to ‘inactivity’ can apply to be reinstated to the roster once acknowledgement of changes in local procedures, an online theory test and a live practical training with an instructor. (See GCAP 7.4(b) and 9.4(d))

4 Controller Expectations

4.1 Controllers should aim to log on for minimum of 90 mins per session.

4.2 Controllers shall, in all situations, do their best to assist a struggling pilot. Should the controller be unable to assist a struggling pilot, or should they encounter a problem, they shall refer them to a supervisor.

4.3 Positions shall be filled on a 'first come, first served' basis. However, a controller is obligated to relinquish their control to a student and their instructor in the case of a scheduled training session.

4.4 Controllers shall only use the frequencies prescribed in section 2.3. In addition, controllers shall always operate the labelled 'primary' frequencies first before opening other stations.

4.5 Controllers are expected to able to navigate and operate the NATTRACK website (https://nattrak.vatsim.net/) for the reviewing/amending oceanic RCL's.

4.6 To enhance pilot experience on the network, it is recommended and encouraged to make use of the CPDLC (Controller Pilot Data Link Communications) facility available within the controller pack.

4.6.1 Controllers are to obtain a personal Hoppies account from (https://www.hoppie.nl/pub/), which allows CPDLC connection, on VATSIM, via the Hoppies network to be used as an additional form of communication of ATC to Pilot and Pilot to ATC.

4.6.1.1 Once datalink has been established, between the pilot and controller, CPDLC can be used as a primary communication.

4.6.2 CPDLC for oceanic clearances can be used if the software allows a connection to NATTRAK from the approved list of client software, i.e. vNAAATS. If approved software is not being used, CPDLC is not to be used for oceanic clearances and they must be obtained via voice or NATTRAK.

4.6.3 The following CPDLC logins are to be used as default:
CZQX – Gander Radio
EGGX – Shanwick Radio
NATX – Bandbox (Shanwick & Gander Radio)

4.6.4 Controllers shall, in all cases, log on with the following controller ATIS lines depending on the position they are controlling.
If CPDLC is not being used by the controller, then the text **(INOP)** should be replace the designated CPDLC Login code as shown at 4.6.3

Where the controller is using approved software as described in 4.6.2, then LINE 3 and LINE 4 shown under “Approved software” in 4.6.4.1 to 4.6.4.3 shall be used.

4.6.4.1 GANDER RADIO

LINE 2: Gander Radio | CPDLC (CZQX)
LINE 3: Oceanic clearance via nattrack.vatstim.net to obtained prior to entry.
LINE 4: Clearance is not available via CPDLC

Approved software (as described in 4.6.2):
LINE 3: Oceanic clearance (RCL) is required 20 mins prior to entering Oceanic Airspace.
LINE 4: Oceanic clearance available via CPDLC or nattrak.vatsim.net

4.6.4.2 SHANWICK RADIO

LINE 2: Gander Radio | CPDLC (EGGX)
LINE 3: Oceanic clearance via nattrack.vatstim.net to obtained prior to entry.
LINE 4: Clearance is not available via CPDLC

Approved software (as described in 4.6.2):
LINE 3: Oceanic clearance (RCL) is required 20 mins prior to entering Oceanic Airspace.
LINE 4: Oceanic clearance available via CPDLC or nattrak.vatsim.net

4.6.4.3 NAT BANDBOX (NAT_FSS)

LINE 2: Gander or Shanwick Radio | CPDLC (NATX)
LINE 3: Oceanic clearance via nattrack.vatstim.net to obtained prior to entry.
LINE 4: Clearance is not available via CPDLC

Approved software (as described in 4.6.2):
LINE 3: Oceanic clearance (RCL) is required 20 mins prior to entering Oceanic Airspace.
LINE 4: Oceanic clearance available via CPDLC or nattrak.vatsim.net

4.6.5 Any member without a certification, or any controller marked inactive as per 3.13 (Currency), may not operate an oceanic position. This is in line with section VATSIM GCAP 7.4(b) and 9.4(d), and as such any unauthorised individual found operating an Oceanic position may be subject to supervisory action.

4.7 Student Expectations

4.7.1 Students shall not operate a position without the permission and supervision of an approved instructor, unless authorised on a Solo Endorsement.

4.7.2 A student shall relinquish their control of the frequency to their instructor if requested to do so.

4.8 Approved Frequencies and Logon Positions

Callsign	VHF Alias Frequency	HF Frequency
Gander Radio		
CZQO_CTR (**Primary**)	131.700	8.864
CZQO_A_CTR	131.570	3.016
CZQO_B_CTR	131.670	5.616
CZQO_C_CTR	131.770	2.872
CZQO_D_CTR	131.870	4.675
CZQO_F_CTR	131.720	13.291
Gander Delivery		
CZQO_DEL (**Primary**)	131.000	NOT AVAILABLE
CZQO_A_DEL	131.125	NOT AVAILABLE
CZQO_B_DEL	131.225	NOT AVAILABLE
CZQO_C_DEL	131.325	NOT AVAILABLE
CZQO_D_DEL	131.425	NOT AVAILABLE
CZQO_F_DEL	131.100	NOT AVAILABLE
Shanwick Radio		
EGGX_CTR (**Primary**)	131.800	6.547
EGGX_A_CTR	131.550	8.906
EGGX_B_CTR	131.650	2.899
EGGX_C_CTR	131.750	8.879
EGGX_D_CTR	131.850	10.021
EGGX_D_CTR	131.820	6.622
Shanwick Delivery		
EGGX_DEL (**Primary**)	131.200	NOT AVAILABLE
EGGX_A_DEL	131.525	NOT AVAILABLE
EGGX_B_DEL	131.625	NOT AVAILABLE
EGGX_C_DEL	131.725	NOT AVAILABLE
EGGX_D_DEL	131.900	NOT AVAILABLE
EGGX_F_DEL	131.600	NOT AVAILABLE
BANDBOX (NAT_FSS)		
NAT_FSS	131.900	5.649

5 How to contact us

5.1.1 To contact Gander Oceanic OCA, you can email the relevant staff member using emails provided at https://ganderoceanic.ca/about/staff

5.2 For privacy related matters, please contact the Deputy OCA Chief with the subject "ATTN: Personal Data Request" using the email associated with your VATSIM.net account.

6 Data we collect

6.1 Gander Oceanic Core collects the following data from your VATSIM.net account or Discord account:

- 6.1.1 VATSIM Certificate Number (CID)
- 6.1.2 Full name as shown on your VATSIM CERT record
- 6.1.3 Email address as shown on your VATSIM CERT record
- 6.1.4 VATSIM subdivision, division, and region
- 6.1.5 VATSIM controller rating
- 6.1.6 Your Discord User ID used to access your profile information.

6.2 No private data relating to authentication (other than email address) is read or retained by us. This includes passwords, private keys, etc.

7 Why we collect data

7.1 The Core system collects the aforementioned data in order to provide effective services within the Core system. Your data is used to populate your profile in our database. Your data is used to allow staff members to customize your experience as required. Your data is used to process requests for oceanic training. Your data is used to send communications via email or via the support ticket system.

7.1.1 You have the right to request that we remove all or certain bits of data from our service. To request this, either go to the "My Data" section of the Gander Oceanic Core website or email the Deputy OCA Chief with the subject line "ATTN: Data Removal Request" with the email associated with your VATSIM.net account. Under GDPR, we have up to 30 days to comply. We will email you with a confirmation when this is completed. Removal of your data does not prevent you from providing us permission to use your data again in the future.

7.2 Requesting an export of personal data

7.2.1 You have the right to request an export of all or certain bits of data from our service. To request this, either go to the "My Data" section of the Gander Oceanic Core website or email the Deputy OCA Chief with the subject line "ATTN: Data Export Request" with the email associated with your VATSIM.net account. Under GDPR, we have up to 30 days to comply. We will email you with a confirmation when this is completed.

8 How we get your permission to use your data

8.1 By logging into the website using the VATSIM SSO, you automatically agree to the terms of this privacy policy, and consent to the use of your data in the ways described in this document. If at any time you no longer consent to the use of your data in any of the ways described in this document, then you may request to have your account and all associated data removed from our servers.

8.2 By linking your Discord account through Discord OAuth, you automatically consent to the use of your Discord data in the ways described in this document. If at any time you no longer consent to the use of your Discord data in any of the ways described in this document, then you have the ability through your dashboard to unlink your Discord account. This action will automatically remove the Discord data associated with your account from our servers.

9 Who can access your data and who is it shared with?

9.1 Gander Oceanic OCA does not share or provide access to your data to members outside of our staff team. Our staff team includes our instructor team, Executive team members, and senior VATCAN staff members.

9.2 Publicly available data, such as your Gander Oceanic OCA roster status is available to be viewed by the general public (i.e. people without an account). This is required for a member to stay on our roster.

10 How we manage your data

10.1 All data is securely stored on the Gander Oceanic OCA server, which is accessible only by the OCA Chief and the Deputy OCA Chief.

11 Email communications

11.1 Email marketing communication from the OCA is done through an opt-in process. We use marketing emails to promote events, send news about non-critical events, and for other related reasons. To opt-in to marketing emails, follow the procedure in the Core dashboard. All other important emails cannot be opted out of. These include critical news events, roster checks, and other communications at the discretion of the OCA staff.

12 Changes to this policy

12.1 Changes to this privacy policy will be communicated via the news section of the website & announced on the Discord server.