

Organizational Structure

General statement for all controllers in Denmark

This books does not concerns itself with procedures, but with behavior and values of Copenhagen FIR

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1. Vision and Core Values

1.1 Vision of Copenhagen FIR

1.1.2 General Vision

Enabling controllers and pilots alike to enjoy the highest realism and immersion that can be found any place on any online flight simulation network. To utilize highly realistic behavior produced to the highest of standards, combined with training, tools of ease, and simplifications, to allow a broad spectrum of controllers to engage in this immersion, without impacting controller engagement.

To control in accordance with the VATSIM principles of Aviate, Communicate, Educate. Showing willingness to help and educate, while standing firm of principles of standards. Utilizing the code of conduct as a basis for expectations, not for punishment.

Long story short: Strive for realism and professionalism, for the benefit of our controllers and pilots alike, but a strive that must not be a burden on the individual controllers enjoyment of the hobby.

1.1.3 Objectives for FIR Director / Deputy FIR Director

Agree on a common sets of goals to be the basis for the right path to lead this FIR towards with reference to the vision of the FIR. Addressing desires for the benefit of not by individual controller, but for the general benefit of the FIR community as a whole. To Work together in developing the core principle through involvement and oversight of all departments, while setting the tone in each department to align with the overall goal, and provide feedback and corrections to each team lead to “Steer” each department in the desired direction. Be engaged with all aspects of the community, from departments, to members, to neighboring FIRs and VACCs and to take feedback and concerns for discussion and rectification.

Hold people accountable for their actions, and engaging in conflict resolution when people do not live up to our vision and values. Monitor trends amongst controllers, and identify areas where there are weak points in either structure, procedures or training.

1.1.4 Objectives for Training in Denmark

Our training program will be designed to inspire every controller to engage in a realistic and immersive learning experience. We aim to create tailored training materials and processes that embrace complex topics in a clear, streamlined and pedagogical manner, ensuring participants gain deep understanding without requiring extensive background knowledge.

The Training Lead will guide and oversee all techniques and policies, ensuring consistency and excellence and have the final say in collaboration with the Training Director.

Competency-based materials will be developed through close collaboration between the training department and leadership. Decisions will be made collectively, with mutual respect and alignment to our shared vision. Leadership will actively support the training department by providing the resources and competencies necessary to deliver excellent training—empowering the creation of highly skilled and confident controllers.

1.1.5 Objectives for Nav Data department

Nav data shall be developed to display the maximum realism possible, and to enable the controllers seeking the highest level of immersion to do so. Navdata shall include ways to assist controllers who do not feel either comfortable or inclined to deal with the level of immersion, in order to still have enjoyment without creating a division between controllers. Basic core principles of the competencies and procedures shall always be respected. Nav data lead has the final say on Nav Data not critical to competencies and basic core principles, in which case it is a collective decision between Nav Data and leadership, with involvement of training or other departments if relevant.

1.1.6 Objectives for community department

Engage with members, and facilitate services to pilots that will enhance the flying experience in Denmark, while increasing the likelihood of proficient pilots on the network. The main goal is to enhance pilot proficiency and efficiency in order to enable controllers to achieve the maximum enjoyment of each session.

1.2 Training values and expectations

All information concerning expectations and values for training can be found in the dedicated Training Shelf (Link to be completed)

1.3 Behavior & Conflict resolution

In Copenhagen FIR, we strive towards professional and friendly behaviour. Therefore, it is the individual controller's responsibility to (In addition to adhering to VATSIM COC):

- Display appropriate behaviour towards fellow controllers.
- Display friendly, yet appropriate behaviour towards pilots.
- Display helpfulness and inclusion to especially younger & junior controllers.

While disciplinary action in relation to Code Of Conduct is the jurisdiction of the VATSIM Supervisor department, the leadership of VATSIM-Scandinavia reserves the right to manage the social platform belonging to the VACC in accordance with the expectations highlighted above.

1.4 Social Guidelines

1.4.1 Use of media

1.4.1.1 Forum

Forum is a place where every and all concerns may be published, in order to get the attention of staff as a member.

1.4.1.2 Discord

The Discord server is available for all Vatsim-Scandinavia member. Following events are directly managed via Discord and does not allow for booking anywhere else.

- Vectors to Copenhagen.
- Direct to Regionals.

1.4.1.3 Streaming session externally

When streaming a controlling session to an external program, it is imperative that Discord chatter is filtered out, or that all persons who will be recorded consent to this. The controller should not sit in a «social room» on Discord while streaming

Note that controlling matters such as coordination are allowed to be included in a stream.

In addition, all guidelines of VATSIM-Scandinavia and VATSIM on the matter are followed.

2. Rostering & Events

2.1 Rostering & Events

2.1.1.1. All events within EKDK are rostered & booked via event department on Discord. Please not following restrictions

- No self booking of positions are allowed unless specifically disclosed by a relevant staff members
- VTC and DTR are self signup areas on Discord, however the point above still applies.
- Any event/gathering not advertised by event department is staffed on a first come first served basis.

2.1.1.2. For events, the event assistance or other relevant staff will create and issue a complete roster of positions. The positions given to people will be based on, with different weights depending on the event itself, on following points

- Ability to handle the position
- Experience
- Seniority
- Previously held positions at preceding event
- Time of signup

Note that for all rostered events positions will be pre-booked.

2.1.1 Exceptions

Exceptions to the points above are:

- Vectors to Copenhagen.
- Direct to Regionals.

- Checkouts.
- Minor events such as
 - Enroute ATC request
 - Supporting ATC
 - VA Group flights

In these cases, rosters will be based on first come first serve (roughly) and ATC controllers must book their own position (Except weekly events)

3. Staff Structure of Denmark

1 Leadership

Leadership consist of FIR Director and Deputy FIR Director, and as well assumes lead over departments without a Team Lead

https://moodle.vatsim-scandinavia.org/h5p/embed.php?url=https%3A%2F%2Fmoodle.vatsim-scandinavia.org%2Fpluginfile.php%2F10287%2Fmod_h5pactivity%2Fpackage%2F0%2Fimage-hotspots-8.h5pcomponent=mod_h5pactivity

2 Leads

Currently in Denmark we have only a lead in:

- Training Department
- Nav Data Department

All other departments are lead by the leadership.

3 Team Members

Following departments in Denmark are structured with individual Team members

- Training Department
- Nav Data Department
- Community Department
- Event Department
- Project Department

