



# Pilot Handbook

2020

This handbook outlines the Standard Operating Procedures, rules, regulations and guidelines for all pilots within Silver Airways Virtual. No portion of this document may be reproduced without the written permission of Silver Airways Virtual Management.

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## Section 1: Introduction

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### 1.1: What is the Pilot Handbook?

The Silver Airways Virtual Pilot Handbook is a document created by Silver Airways Virtual Management. This document outlines everything you need to know during your employment with Silver Airways Virtual. All rules, regulations, policies and standard operating procedures are encased in this handbook. As more information is added, further additions will come out, always keeping you up to date.

**Silver Airways Virtual is NOT affiliated with SILVER AIRWAYS, or any other "Real" Airline/Aviation companies. All flight and aeronautical information found in this manual or on our website is for **Simulation Use Only!** This manual is an operational guideline for the members of Silver Airways Virtual.**

This document is subject to change at any time without notice. This document is not to be used for real world aviation or navigation.

## Section 2: Silver Airways Virtual

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### 2.1 : Our History

Silver Airways Virtual was launched on the 24<sup>th</sup> of July, 2020. As time progresses, the website and systems will be upgraded numerous times to produce the best possible experience we could give to our pilots.

### 2.2 : Mission Statement

Our mission at Silver Airways Virtual is to provide our pilots with the most realistic experience as possible. We will achieve this by simulating the day to day operations of Silver Airways and its codeshare partners. Our schedule system contains over 125 flights; giving pilots the opportunity to fly to 18 destinations flown by the Real World Airline and its respected codeshare Partners. We will also be implementing a pilot training academy with numerous courses that will be available for all who would like to strengthen their love for aviation through a better understanding of it as a whole.

### 2.3 : Staff

Below are the Silver Airways Virtual Management team and their respective duties:

#### **Head Management:**

##### **CEO- Chief Executive Officer**

The Chief Executive Officer is the most senior staff at Silver Airways Virtual. His foremost responsibility is the management of the airline. He also is the primary caretaker of the website. All inquiries regarding the website should be sent to him.

##### **COO- Chief Operations Officer**

The Chief Operations Officer is the second most senior staff member at Silver Airways Virtual. He oversees the day to day operations of the airline, including the moderation of PIREPs, as well as fleet and schedule management. He is in direct charge of the Public Relations, Training and Airline Operations teams. All inquires about operations, staff positions, possible partnerships from outside companies or organizations, or from senior members of the VATSIM community are sent to him.

##### **CTO - Chief Technology Officer**

Chief Technology Officer will make decisions for the overarching technology infrastructure that closely align with the organization's goals, while CIOs work alongside the organization's IT staff members to perform everyday operations.



## **Public Relations:**

### **HRM- Human Resources Manager**

The Human Resources Manager's primary responsibility is the moderation of the status of all pilots in the airline. He also is the primary settler of disputes between pilots; and is in charge of moderating the Discord and Community forums. All problems with other pilots should be directed towards him.

## **TRAINING:**

### **CP- Chief Pilot**

The Chief Pilot is responsible for the creation of all material within Silver Airways Virtual academy . He is the main liaison between VATSIM and Silver Airways Virtual Academy in regards to our training program. All questions about the Academy and its courses should be directed towards him.

### **DOT- Director of Training**

The Director of Training is responsible for the maintaining of all courses within Silver Airways Virtual Academy, as well as the moderation of all new applicants to the airline, ensuring they have successfully achieved a safe level of competency. All questions about Silver Airways Virtual Academy should be directed towards him.

### **Training Instructors**

The Silver Airways Virtual Academy Training Instructors' primary purpose is to assist in the instruction of pilots in need of specific courses. Any training requests or inquires are to be sent to them.

## **Airline Operations:**

### **Flight Operations**

The Flight Operations team is in charge of maintaining our large flight schedule system. Any issues with the fleet, schedules or dispatch faults should be emailed to them.

### **EC- Events Co-Ordinator**

The Events Co-ordinator is responsible for the creation and administration of all events for Silver Airways Virtual. He collaborates with other VA's, ARTCCs and companies to create rewarding events for all to enjoy. Any ideas, complaints or questions about any of the events should be emailed to the Events Director.

### **Hub Managers:**

The Hub Managers for the United States, Bahamas and the Caribbean are responsible for the moderation of the status of all airports in their region. They have the primary responsibility for the moderation of PIREPs and to ensure the daily operation of Silver Airways Virtual runs smoothly. Any questions about the status of an airport or any other operation centered questions should be directed to the appropriate Departmental Head.

## Section 3: Silver Airways Virtual Employment

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### 3.1 : Recruiting Policy

Silver Airways Virtual requires that all potential applicants pass the following requirements before their employment with the airline:

1. The applicant owns a legal copy of Microsoft Flight Simulator 2004 / Microsoft Flight Simulator X / Microsoft Flight Simulator 2020 / P3D / X-Plane.
2. The applicant is registered with and possesses an active account with the VATSIM organization.
3. The applicant is of 13 years of age or older at the time of registration.
4. The applicant is able to show professionalism at all times while representing Silver Airways Virtual.

### 3.2 : Recruitment Process

Pilots who pass the above requirements will be admitted into Silver Airways Virtual. In order to successfully register with the airline, all applicants will then be taken to the Pilot Registration process; this process outlines all of the basic rules and procedures of the airline.

### 3.3 : Staff Recruitment Process

As the scope of our work increases new staff positions will be created to help assist in the smooth operation of Silver Airways Virtual. During the periods of expansion, the management team will advertise the vacancies of the specific position. If you wish to apply, send in a formal application with a resume attached to the Chief Operations Officer. If the management team believes you possess the required skill set you will be contacted with more information.



## Section 4: Silver Airways Virtual Policies

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### 4.1 : General Conduct

Pilot must adhere to the following policies while representing Silver Airways Virtual; simply click on the icon to view the policy.

Website .....	<a href="http://www.silverairwaysvirtual.com">www.silverairwaysvirtual.com</a>
VATSIM .....	<a href="http://www.vatsim.net/documents">www.vatsim.net/documents</a>
Discord.....	<a href="https://discord.gg/yWJBGDr">https://discord.gg/yWJBGDr</a>
SmartCars .....	See Web Page
Flight Academy.....	TBD

### 4.2 : Activity, Inactivity and Leave of Absences

In order to remain an active pilot at Silver Airways Virtual, all pilots must complete one flight every 30 days. Those unable to remain active for an extended period of time are permitted to file a Leave of Absence with Human Resources. If a pilot fails to file a Leave of Absence, their accounts will be removed from the system.

An LOA “freezes” your account and prohibits you from being removed from the system along with all other inactive pilots. To file an LOA, simply complete the form in the Pilot Dispatch Centre. You will be notified by the Human Resources Manager when your account has been labeled as “on leave”. A Leave of Absence is valid for up to one year.

### 4.3 : Flight Tracking

The main way for a pilot to log their flight and submit a pilot report (PIREP) is through the use of our SMARTACARS system. To initiate the tracking, the pilot needs to start the program the beginning of the flight. At the conclusion of the flight, the pilot should send the report to the website for verification.

#### **4.4 : Suspension**

#### **4.5 : Resignation**





Pilots who wish to resign from Silver Airways Virtual must notify the Human Resources Manager. If a pilot leaves on good terms (being they followed procedures correctly and notified us of their resignation), their account will remain in our database in the event they wish to return to Silver Airways Virtual. To return to the airline, simply notify the Human Resources Manager and your account will be returned to its original status.

## Section 5.0: Silver Airways Virtual Operations

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### 5.1 : Rank Structure

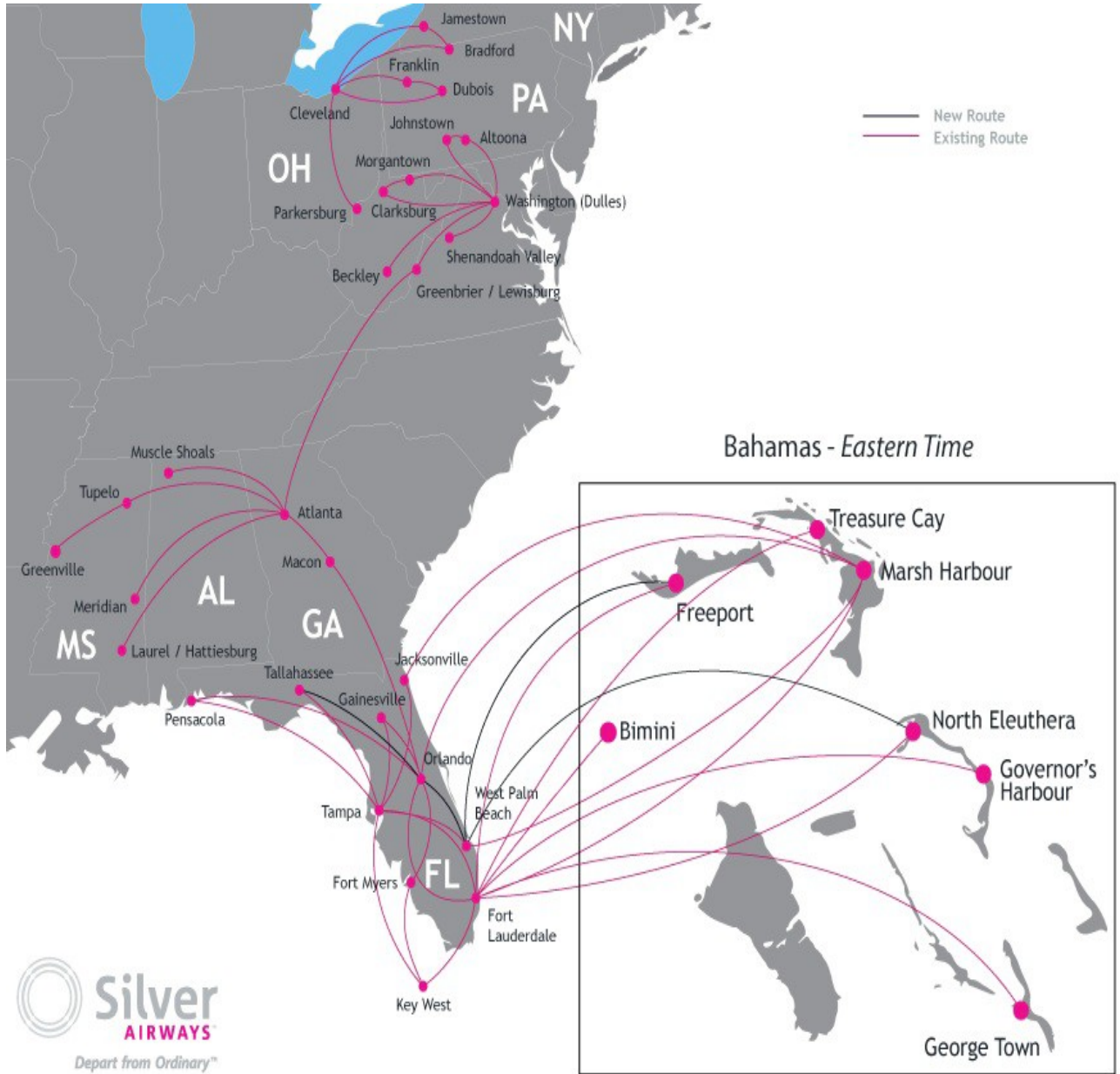
New pilots who join Silver Airways Virtual and have no transfer hours will be given the initial rank of New Hire Junior Officer. Ranks are only used to show seniority within the airline.

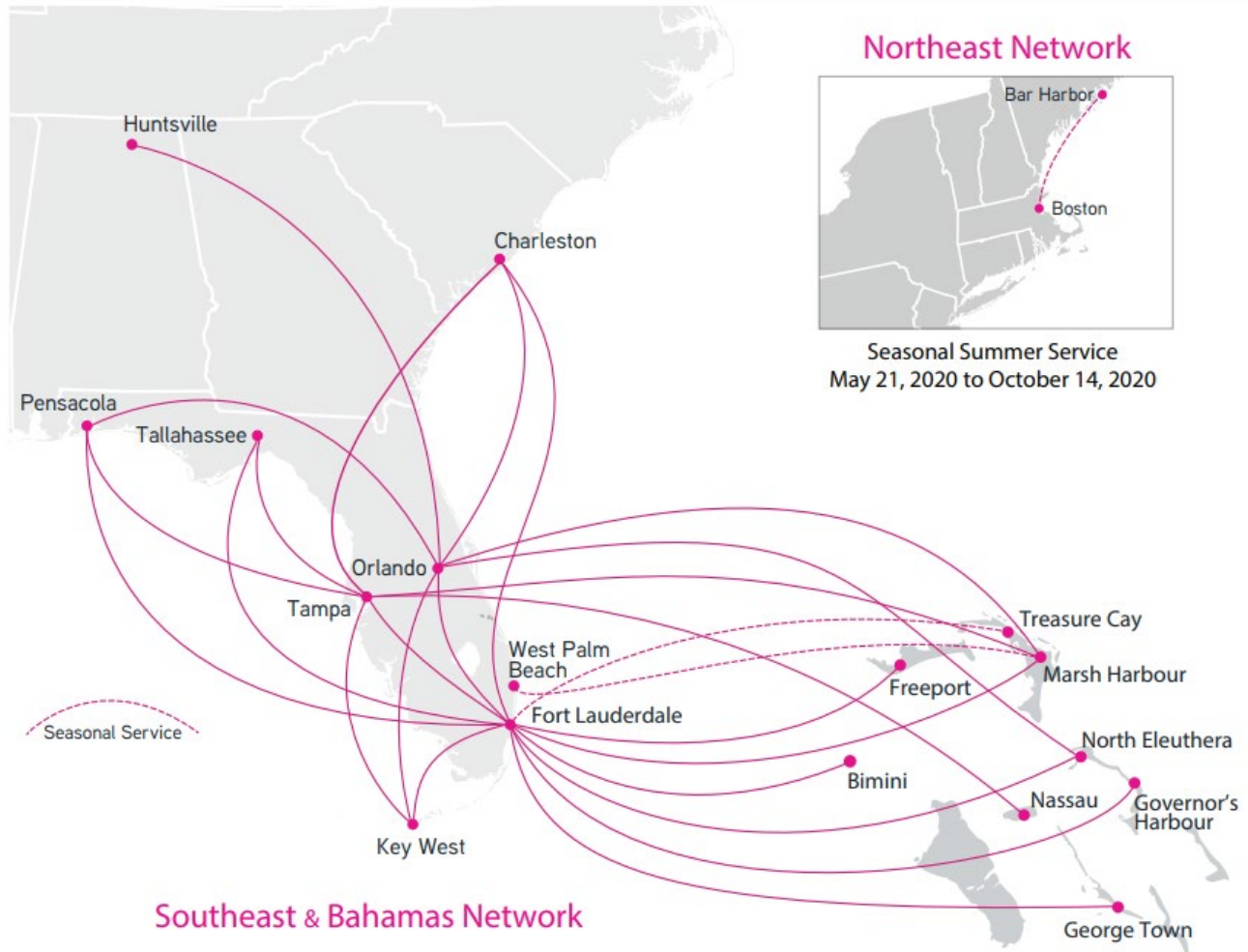
Rank	Hours Needed	Image
New Hire / Junior Officer	0 -10	
First Officer	10 -150	
Captain	150 - 250	
Senior Captain	250+	

### 5.2 : Awards - TBD

### 5.3 : Bonuses - TBD

### 5.4 : Aircraft Type Ratings/ Endorsements - TBD





## 5.5: Fleet

New pilots to Silver Airways Virtual are able to fly all of the routes flown within our database.

## 5.6: Schedules

Silver Airways Virtual provides over 125 flights daily to 18 destinations in Florida (including hubs in Fort Lauderdale, Orlando and Tampa) and the Bahamas. To view the schedules, click **View Flight Schedules** in the **Flight Operations** section of your Pilot Dispatch Centre. There, you can filter the results by arrival airport, aircraft type, airline, flight duration and distance. You can also search for flights via SmartCars. Go to the **Flight Setup** tab, and click **New Bid**; you can sort the flights by the departure airport, arrival airport and flight time also.

If you notice an error in the schedules, or a missing flight; we ask that you contact the Flight Operations Team via **email**. **Do not** post about missing schedules in the forums.

## 5.7: Transfer Hours

Silver Airways Virtual does accept transfer hours; applicants may submit up to 125 transfer hours on their pilot application. In order for those hours to be accepted, a reliable verification link must be submitted. Management may choose to decline transfer hours without consulting the applicant.

## 5.8: VATSIM Remarks

When flying on VATSIM, you must use the proper remarks in your flight plan. These add to your professionalism and realism, and also assist in the VATSIM flight tracking system.

### **5.9 : Hubs/Hub Transfer**

Pilots may request a hub transfer only if they are currently located at their current hub. The pilot must use the “Hub Transfer” form in the Pilot Dispatch Centre. After this form is submitted, a staff member will review the request and if approved, the pilots location and hub will be updated to the requested city.

### **5.10 : Training Academy - TBD**

### **5.11 : Community Forum**

Community Forum is Silver Airways Virtual’s community forum. It contains a forum, downloads center and events calendar. Community forum has many amazing features and uses.

**5.12 : Discord Server - <https://discord.gg/yWJBGDr>** When joining the Silver Airways Virtual Discord, you should set the nickname for the SIL Discord section here to your name and SILPID. Simply right click on your name in the user-list and select "Change Nickname". If you are still not sure how to do that, we will do that for you when you register.

### **5.13 : Discount Codes - TBD**

## Section 6.0: Silver Airways Virtual Operating Procedures

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### 6.1 : Standard Flying Procedures

Pilots are only allowed to fly one flight at a time. All flights flown for different airlines, or flown in unison with another flight for the same pilot will be rejected. All flights must depart from the airport they last arrived at. If you wish to depart from a different airport, you must “jump seat” at a price of 0¢ per mile. All PIREPs must conform to the standards set forth in section 6.10 of this document.

### 6.2 : Language

While we recognize that some of our members may not be native English speakers, Silver Airways Virtual only offers our resources and website in the English Language. All users must have a basic understanding of the English language.

### 6.3 : Time Setting

Although it is not required to depart at the exact time stated on the schedule, it adds to the realism, and your punctuality will come in handy during certain events and competitions where that will put you in the drawing for a prize. The departure and arrival times for all of our schedules are set in **local time**.

### 6.4 : Simulator Settings

While flying online it is important to never slew or use time acceleration. It takes away from the realism. Any flights containing time acceleration or slews in them will be **rejected**.

### 6.5 : Cost Index

A cost index is used to calculate how fuel efficient a flight will be. Silver Airways Virtual has no set cost index, as they change for every flight depending on the circumstances. Cost indexes will eventually be available in the schedule PDF’s, which are currently a work in progress.

### 6.6 : Checklists - TBD



ICAO	Airline	Relationship	Pronunciation	
UAL	United Airlines	Codeshare	"United"	<b>CODESHARE PARTNERS</b>
JBU	Jetblue	Codeshare	"Jetblue"	
AAL	American Airlines	Codeshare	"American"	
DAL	Delta Airlines	Codeshare	"Delta"	
AVA	Avianca	Codeshare	"Avianca"	
CMP	COPA Airlines	Codeshare	"COPA"	

**6.7: Airline Divisions - TBD**

**6.8: Alternate Airports - TBD**

**6.9: Emergencies - TBD**

## 6.10 : PIREP Guidelines

When you file a PIREP , it is sent to the website and put into a queue to be accepted by a staff member. In order to be accepted the PIREP must adhere to the following guidelines:

- No over speeds in excess of 3 minutes total time
- No stalls or slews
- No Simulation rate changes under **any circumstances**
- Correct aircraft and livery were used for flight
- Landing rate less than -500fpm
- Correct departure/arrival airport
- The flight must be complete- no unfinished flights will accepted under **any circumstances**

Flights flown on VATSIM must adhere to the following guidelines:

- Proper call sign per the schedule
- Correct departure and arrival airport per the schedule
- Correct and complete** remarks
- The flight is complete

Manual PIREPs must adhere to the following guidelines:

- Correct flight information per the schedule brief **Correct and complete** remarks
- VATAWARE, VATTASTIC or a verifiable link must be included in PIREP
- All fields in form are filled out

PIREPs may be put on a waiting period while they are reviewed by staff, If a comment is left by staff you must respond within 3 days or the PIREP will be rejected. A rejected PIREP does not mean the flight did not occur, merely that the flight did not satisfy the requirements outline (above or below). **Your location will be updated, but the flight hours will not be credited to your profile.**

**Please Note-** The recorded landing rate is the landing rate that is judged on your PIREP.

**[END OF DOCUMENT]**