

*Oasis Hong Kong Virtual Administrator Group*

# VA Policy

Oasis Hong Kong Virtual – a Hong Kong-based Virtual Airline

## **Chapter 0 | Introduction**

Oasis Hong Kong Virtual is a non-profit Hong Kong-based Virtual Airline (VA) and it is operated by a group of voluntary flight simmers since 2011. Oasis Hong Kong Virtual is not an airline or organization in real world.

Oasis Hong Kong Virtual is aimed at providing excellent airline simulation and virtual pilot training for the flight simmers flying online.

This document shall govern the operation of Oasis Hong Kong Virtual (VOHK). All VOHK members must agree to abide by the rules and understand VOHK's *VA Policy* when joining.

This policy is subject to change. Prior notification shall be published as Administration Notice before any change is effected.

Administrator Group

Oasis Hong Kong Virtual

## Chapter 1 | VOHK General Policy

### 1.1 General Rules

- 1.1.1 When a member submits their application to the Oasis Hong Kong Virtual, he or she agrees to be bounded and to abide by the general rules and any rule published in this Document.
- 1.1.2 A member who fails to abide by the rules below, disciplinary action will be taken by the administrators according to the procedures specified in Chapter 7 Conflict Resolution.
- 1.1.3 Members should be courteous and respectful to others.
- 1.1.4 Members are required to use legal software.
- 1.1.5 Members must not hold more than one account in VOHK at any time. The personal information contained in their accounts must be real and complete.  
If there is any change of personal information, notification should be made in sending email to the administrator team via [admin@voasis.org](mailto:admin@voasis.org)
- 1.1.6 Members must not disclose the username and password of VAFinancials system and any passwords which are required to login any system in VOHK to others.
- 1.1.7 Members must not engage in activities or behavior which may bring VOHK into disrepute.
- 1.1.8 Members must not misconduct themselves in any manner.
- 1.1.9 In addition to the rules mentioned in this chapter, members are required to abide by the rules published in any official document of VOHK.

## 1.2 The Structure of VOHK

### 1.2.1 Staff List

The official staff list is published on our main website and is visible to public. Any change of the staff list is subject to the approval of the administrator group.

### 1.2.2 Founders

The founders of Oasis Hong Kong Virtual (VOHK) are (In alphabetical order):

- Sora Chang (OHK003)
- Ken Ho (OHK005)
- Gerald Kong (OHK009)
- Bill Lau (OHK004)
- Invoke Wong (OHK001)

### 1.2.3 Administrator Group and Chief Executive Officer

1.2.3.a Administrator group consists of maximum 7 administrators, in which one of the Administrators is the Chief Executive Officer of VOHK.

1.2.3.b Administrators are responsible for the development and normal operation of VOHK, as well as policy-making.

1.2.3.c Administrator group shall exercise the following powers and functions:

- A. To be responsible for the implementation of the VA Policy of VOHK.
- B. To decide on policies and development of the VOHK.
- C. To appoint or remove any member in Staff Group or Administrator Group with reasons.

1.2.3.d Administrator group reserves the rights to

- A. Modify, delete or add the VA Policy, or any official documents.
- B. Remove or suspend the account of any member by following the procedure specified in Chapter 7 Conflict Resolution.
- C. Organize any VOHK official event, both real-world events and online flying events.
- D. Create or remove any staff position.

1.2.3.e Every member in Administrator group shall have one vote for any important decision made by Administrator Group, except that an administrator is involved (eg. Expulsion from Administrator Group). This requires a majority vote of the members present in the Administrator meeting. If the votes of the members are equally divided or an administrator is involved, the collective consent of all the administrators is required.

1.2.3.f Chief Executive Officer (CEO) is to be voted by the members of Oasis Hong Kong Virtual. The election of VOHK CEO is held every two years, and the quorum (formed by at least 25% of the VOHK members) must be present for the election of the CEO. Otherwise, the administrator group reserves the right to directly appoint a member as CEO provided that the member accepts this appointment.

1.2.3.g As a member of administrator group, in addition to the responsibility of an administrator, the CEO is responsible for monitoring the normal operation of the whole VOHK, including Pilot Operation Team and Training Team.

#### 1.2.4 Staff Group

1.2.4.a Staff Group is led by Administrator group and consists of all staff members in VOHK (except administrators), including instructors and technical supports.

1.2.4.b Staff members are appointed by the administrators.

1.2.4.c Staff members are responsible for assisting administrators to ensure the smooth operation of VOHK.

1.2.4.d If a staff member is not assigned any designated position in Training Team or Pilot Operation Team, his position will be Staff (Training Team) or Staff (Pilot Operation Team).

#### 1.2.5 Training Team

1.2.5.a Training Team is responsible for the implementation of Virtual Pilot Training Program, known as VPTP.

1.2.5.b The details of the Virtual Pilot Training Program are published in Chapter 6 Virtual Pilot Training Programme and Virtual Training Handbook.

1.2.5.c Training Team is chaired by at least one of the Administrator (Training) or CEO.

1.2.5.d One and only one administrator or staff member of training team is registered on VATSIM as *Chief Flying Instructor* of VATSIM Authorized Training Organization.

1.2.5.e Designated Staff positions of Training Team

*Instructor* - Responsible for the assessments of the pilots and the training materials

*Training Advisor* - Responsible for supporting the development of the Virtual Pilot Training Programme

*Technical Support* - Responsible for monitoring and maintaining the Web-based Training System

1.2.6 Pilot Operation Team

1.2.6.a Pilot Operation Team is responsible for membership affairs, Standard Operation Procedure and VAFinancials system including flight operation and fleet maintenance (Except pilot rank).

1.2.6.b Pilot Operation Team is chaired by at least one of the Administrator (Pilot Operation) or CEO.

1.2.6.c Designated Staff positions of Pilot Operation Team

*Hub Manager* – As described in Chapter 5.3

*Cargo Director* – Responsible for the operation of cargo division of VOHK

### 1.3 Official Documents and Administration Notice

1.3.1 The official documents of Virtual Oasis Airlines are listed as below.

Last Modified: 20 Oct 2014

Document	Version
<b>Administrator Group</b>	
<i>VA Policy</i>	11.0
NOTAM	N/A
Administration Notice	N/A
Meeting Minutes	N/A
<b>Pilot Operation Team</b>	
<i>Standard Operation Procedure</i>	February 2014
Any Guideline or Document	N/A
<b>Training Team</b>	
<i>Virtual Training Handbook</i>	4.0
Any tutorial and test guides	N/A

1.3.2 All the information regarding administration such as staff recruitment, staff resignation or any change of VA Policy will be issued as Administrator Notice, which is available on our website.

## 1.4 The Credentials in VOHK

### 1.4.1 MyOasis ID

MyOasis ID consists of

- Personal callsign (also known as VOHK callsign) of the pilots assigned by Administrator Group. This will be shown on the Roster.
- A password which has been set up during registering

MyOasis ID is required to log on Web-based Training System and CaptainOasis platform.

### 1.4.2 VAFinancials Account

VOHK pilots set up the username and the password for their VAFinancials account in order to activate it. They are stored in the servers of VAFinancials and they are required to log on the VAFinancials as a pilot of VOHK.

## Chapter 2 | Recruitment Policy

### 2.1 Introduction

The Recruitment Policy outlines how the administration group handles the application, and it governs the recruitment process of Oasis Hong Kong Virtual (VOHK). Applicants of VOHK should understand the recruitment policy prior to the submission of their application form.

### 2.2 Requirement and Recruitment Process

#### 2.2.1 Requirement

The applicant

- Must be over the age of 13  
("In adherence with the Children's Online Privacy Act of 1999, VATSIM requires all members to be **13** years of age or older at the time of registration.")
- Must be able to fly Oasis Hong Kong Virtual every 90 days  
(Please read Chapter 3 Inactivity Policy for details.)
- Must be able to speak or write in English (VATSIM required)
- Must own a VATSIM ID or a IVAO ID
- Are required to abide by the rules of Oasis Hong Kong Virtual as published in VA Policy

#### 2.2.2 Recruitment procedure

##### A. Essential Personal Information

To complete the application form, the applicants are required to submit

- ✓ Their real name
- ✓ Their email address
- ✓ VATSIM PID or IVAO ID
- ✓ Their range of age when joining
- ✓ Their country

##### B. Preference of the applicants

They are also required to choose their hub in VOHK, and set up their username and password for the future use in VOHK, such as Web-based Training System.

##### C. Submission of Application form

When the applicant submits the application form,

- i. He or she agrees that the information they fill in the application form is true.
- ii. He or she fully understands VA Policy and Standard Operation Procedure.
- iii. He or she agrees that the information submitted to VOHK will be handled by following VOHK Privacy Policy.



- iv. They agree to abide by the rules of Oasis Hong Kong Virtual as published in VA Policy.

After the submission of the application form, the administrator group will approve the application in accordance with membership guideline. This will then followed by the activation email to the applicant, containing the link for activating his or her VAFinancials account and the personal callsign in VOHK.

In case the application is incomplete or suspiciously contains fake identity, administrator group reserves the right to discard the application without notice.

## **2.3 Initial Flying Hour**

2.3.1 VOAA Training Team credits the applicants with 70% of the VATSIM / IVAO flying hours (whichever is the higher) ONLY if the pilot has already accumulated over 100 hrs on VATSIM / IVAO.

2.3.2 The maximum initial flying hour is 550 hr.

2.3.3 Pilots are NOT required to complete the tests of the equivalent rank.

2.3.4 Pilots cannot obtain a Pilot Rating of VATSIM by merely converting Initial Flying Hour.

## Chapter 3 | Inactivity Policy

### 3.1 Definition

- 3.1.1 Oasis Hong Kong Virtual (VOHK) pilots are required to submit a flight report via VAFinancials Pilot Client every 90 days.
- 3.1.2 The flight must be completed online (VATSIM or IVAO).
- 3.1.3 If any VOHK pilot is unable to comply with any of the above two requirements, he or she is considered to be inactive.
- 3.1.4 Grounded Pilots are exempted from this policy. (See Chapter 6)

### 3.2 Inactive pilots

- 3.2.1 Receiving the inactive reminder email sent by Administrator Group, the pilot must submit his or her VAFinancials flight report before the deadline as stated in the email.
- 3.2.2 CEO and any administrator authorized by CEO reserve the right to remove the inactive pilot in accordance with Chapter 7 Conflict Resolution.

### 3.3 Leave Policy

- 3.3.1 If a pilot is unable to comply with 3.1.1 or 3.1.2, he or she has the responsibility to request a leave of absence by sending an email to [admin@voasis.org](mailto:admin@voasis.org), including
  - A. VOHK Personal Callsign
  - B. The reason for the leave
  - C. The duration of the leave (maximum 12 months)
- 3.3.2 The request for leave of absence according to 3.3.1 is subject to the approval of the CEO.
- 3.3.3 If a staff member or an administrator is unable to perform his or her duties for more than 45 days, he or she should request the leave of absence to the CEO of VOHK according to 3.1 and carbon-copy administrator group ([admin@voasis.org](mailto:admin@voasis.org)) on the email.
- 3.3.4 The request for leave of absence according to 3.3.3 is subject to the approval of the administrator group.

## Chapter 4 | VAFinancials

### 4.1 VAFinancials System

- 4.1.1 Oasis Hong Kong Virtual (VOHK) utilizes VAFinancials system for flight operation, fleet management and pilot rank scheme. All the information of the pilot and the flight reports are stored in the server(s) of VAFinancials.
- 4.1.2 Pilot Operation Team is responsible for the flight operation and fleet management of the VAFinancials System.
- 4.1.3 Training Team is responsible for the pilot rank in VAFinancials System.
- 4.1.4 The schedule is maintained by the hub manager, and the schedule should be reviewed by Pilot Operation Team on a regular basis.

### 4.2 VAFinancials Pilot Client & Standard Operation Procedure

- 4.2.1 Every pilot in VOHK is required to install VAFinancials Pilot Client. A pilot may install VAFinancials Pilot Client for more than one Virtual Airline.
- 4.2.2 The word “VAFinancials Pilot Client” below is only applicable to the VAFinancials Pilot Client in which the user logs on as a pilot of Oasis Hong Kong Virtual.
- 4.2.3 All the flights tracked by VAFinancials Pilot Client are governed by VA Policy and Standard Operation Procedure (SOP) published by Pilot Operation Team and Virtual Training Handbook published by Training Team.
- 4.2.4 Standard Operation Procedure is an official document of VOHK. It provides rules and guidelines for a pilot to complete a flight tracked by VAFinancials Pilot Client.
- 4.2.5 Pilots are required to complete their flights online. The network could be either VATSIM or IVAO. The related procedures and rules of in-flight rest are included in Standard Operation Procedure.
- 4.2.6 Pilots are not allowed to use other VA ACARS to track a flight which is already tracked by VAFinancials Pilot Client.

4.2.7 Pilots have the responsibility to ensure that the flight report submitted to the server is normal, as stated in Standard Operation Procedure. Abnormal flight report may be, but not limited to, unreasonable transportation cost or impossible landing rate.

4.2.8 After submitting their flight report automatically or manually, the pilot will gain the flying hours as same as the flight time of that flight.

## Chapter 5 | Hub Operation

### 5.1 The Hubs of VOHK

5.1.1 The 'Virtual Airline Hub' known as hub, is an airport that VOHK uses as a transfer point to get different flights to intended destinations.

5.1.2 The Administrator group reserves the right to alter the number of hubs with sensible reasons.

5.1.3 Each hub shall have its own fleet.

5.1.4 The primary hub of VOHK is Hong Kong International Airport (ICAO code: VHHH) and the secondary hub of VOHK is London Gatwick (ICAO code: EGKK).

### 5.2 Assigned hub of Pilots

5.2.1 Each VOHK pilot must choose a hub when filling in the Application Form.

5.2.2 The choice of hub should reflect his or her active flying region in VOHK.

5.2.3 The choice of hub does not restrict the pilot's flights.

5.2.4 Pilots have the right to change their hub.

### 5.3 Hub Manager

5.3.1 The responsibility of Hub Manager is to manage the hub's route development and fleet dispatching.

5.3.2 Hub Manager is a member of VOHK staff group or administrator group.

5.3.3 Each hub has a maximum of one Hub Manager.

5.3.4 Hub Manager must be appointed by the administrator group.

## Chapter 6 | Virtual Pilot Training Programme

### 6.1 Introduction

The Virtual Pilot Training Programme (VPTP) is the only pilot training policy in Oasis Hong Kong Virtual for Training Team to maintain the quality of the online pilots.

As a virtual airline, VOHK aims at helping the virtual pilots start their online flying career and simulate the operation of a real world airline for entertainment purpose.

The aim of training is to help the virtual pilot start their online flying career and simulating the operation of a real world airline for entertainment purpose. Pilots are required to equip themselves with basic aviation knowledge before connecting to VATSIM or IVAO, so VOHK believes that training is one of the best ways to help those flightsimmers who are new to those online flying networks meet the minimum expectation of the networks and acquire the pilot ratings of online flying networks.

### 6.2 Pilots' Obligations

6.2.1 When a pilot is flying with VOHK, he or she should avoid

6.2.1.a Excessive bank angle (Detected by VAFinancials Pilot Client)

6.2.1.b Excessive G Force (Detected by VAFinancials Pilot Client)

6.2.1.c Hard Landing (Touch Down VS exceeds the range of acceptable landing rate as stated in Standard Operation Procedure)

6.2.1.d Other behaviors which will cause damage to the aircraft or disturbance of online flight operations

6.2.2 When a pilot is flying with VOHK, he or she should make all attempts to comply with valid air traffic control instructions on any online flying network.

6.2.3 When a pilot is flying with VOHK, he or she should avoid disturbing other members on any online flying network.

## 6.3 Pilot Rank

6.3.1 Pilot rank scheme is a part of VPTP and Training Team is responsible for promotion of any pilot in VOHK. Totally seven pilot ranks are included. To be promoted to higher ranks, pilots are required to accumulate flight hours, receive the training and pass the tests.

6.3.2 The courses in VPTP are aimed at helping flight simmers build their online flying careers rather than providing real-world professional courses. This policy is designed with reference to the current pilot ratings of VATSIM, IVAO and other organizations related to virtual flying.

### 6.3.3 Real-World Rating

Pilots who is holding a real-world pilot rating (eg. PPL, ATPL) may be exempted from the written test or flying test when they request promotion to higher ranks in VOHK. Interested pilots should contact the administrators (Training) for any agreement. However, such exemption is not applicable to any pilot rating on the networks, eg. VATSIM P1 rating.

Pilot Ranks	Flying Hours	Requirements
Experienced virtual pilots from VATSIM	We will handle by following the procedure as stated in VA Policy Chapter 2 : 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	This pilot rank is created for those pilots who have no improvements after receiving warnings from the administrators. They are not allowed to operate any flight in our VAFinancials system. For more details, please refer to Chapter 7 Conflict Resolution.	

Pilot Rating	Test	Description
VATSIM P1	VATSIM P1 Test	VATSIM Online Pilot
VATSIM P2 (To Be Confirmed)	-	VATSIM Flight Fundamentals

## 6.4 The Rules of VPTP

- 6.4.1 VOHK pilots are required to obey the following rules published by Training Team; otherwise, the disciplinary action will be taken in accordance with VA Policy Chapter 7 Conflict Resolution.
- 6.4.2 Pilots are prohibited from obtaining any answer or question pdf file of the written test facility from others.
- 6.4.3 Pilots must not abuse the Web-based Training System by any method, including repeatedly and unreasonably submitting test requests.
- 6.4.4 Pilots are responsible for notifying Training Team if they will absent the previously requested lessons or flying tests.
- 6.4.5 Pilots are not allowed to modify their own pilot profile in the Web-based Training System.
- 6.4.6 A pilot who has repeatedly failed to comply with the obligations as stated in Chapter 6.2 may result in disciplinary actions.
- 6.4.7 Only the following people are allowed to provide VOHK authorized training
- A. Administrator (Training)
  - B. Instructor
  - C. Any staff member or administrator of VOHK authorized by Administrator (Training)
- 6.4.8 Pilot Profiles are stored in Web Based Training System.
- i. Pilots and instructors are not allowed to edit the records without approval from Administrator (Training).
  - ii. The pilot profile of every pilot is confidential. Instructors and approved staff members may view all pilot profiles, but individual pilots can only access to their own pilot profile.



## 6.5 Virtual Training Handbook

6.5.1 Virtual Training Handbook is an official document of VOHK. This handbook provides instructors and pilots in VOHK with a guideline for virtual pilot training and the syllabus of the VPTP.

6.5.2 Any change of Virtual Training Handbook will be published in NOTAM.

## 6.6 Web-based Training System

### 6.6.1 Web-based Training System

In order to achieve the goal of VPTP, Training Team has developed Web-based Training System. All the users of this system are required to abide by the rules stated in Chapter 6.3.

The URL of the Web-based Training System is

<http://training.voasis.org>

### 6.6.2 Pilot Profile



Subject	Result	View
VATSIM P1 Written Test 09 May 2013 10:52 pm (UTC +8)	Pass	<a href="#">View</a>
VATSIM P1 Flight Grading 11 May 2013 7:11 pm (UTC +8)	Pass	<a href="#">View</a>
VATSIM Pilot Rating P1 Awarded 11 May 2013 7:16 pm (UTC +8)	N/A	<a href="#">View</a>

[View selected record](#)

Pilot profiles are created for each pilot in Oasis Hong Kong Virtual. The types of records in the pilot profile include

- I. Written Test Result
- II. Flying Test Result
- III. VOHK Pilot Rank changed
- IV. VATSIM Pilot Rating Awarded

As stated in the 6.4.8, pilots and instructors are not allowed to edit the records and pilot profile of every pilot is confidential. Instructors and other staff members can view all pilot profiles, but individual pilots can only access to their own pilot profile.

Every written test result and flying test result will be kept for at least 24 months.

## Chapter 7 | Conflict Resolution

### 7.1 Introduction

The existence of the conflict resolution policy is to handle the VOHK pilots who get involved disciplinary action and to process the complaints addressed by VOHK members.

### 7.2 Committee of Conflict Resolution

Committee of Conflict Resolution (CCR) is chaired by the CEO of VOHK, with all other administrators of VOHK and Conflict Resolution Manager.

The committee is responsible for

- ✓ Vetting process of cases involving serious offence.
- ✓ Hearing appeals in cases of VOHK members which have received penalty from Pilot Operation Team or Training Team.
- ✓ Responding to the complaints made by VOHK members.
- ✓ Record-keeping of the pilots' penalties.

Conflict Resolution Manager (CRM) must be a member of VOHK staff group, and is appointed by the chairman of the CCR.

### 7.3 Handling Complaints

A complainant could lodge his complaint regarding the operation of VOHK direct to CRM via email. CRM will discuss the received complaints with other members in CCR.

### 7.4 Disciplinary actions in VOHK

The administrator must have the responsibility, and the ability to impose reasonable and suitable disciplinary actions they deem fit in a particular case. The disciplinary actions are listed as follows.

- 7.4.1 Grounding with Conditions - assign the pilot rank 'Grounded Pilot' to prevent the member from operating the flights of VOHK until the member satisfies the given conditions, including the completion of flight training lessons, or VATSIM pilot rating.
- 7.4.2 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.

7.4.3 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 should be considered if a member has repeated occurrences after 7.3.1 & 7.3.2 had been imposed before.

7.4.4 Expulsion - (*Only applicable for Inactivity Policy and only executed by the CEO of VOHK or any administrator authorized by CEO*) remove the member from the Roster of Oasis Hong Kong Virtual

7.4.5 Permanently Suspension \* - remove the member from the Roster of Oasis Hong Kong Virtual and prevent the member from registering again by preserving the member's information permanently. This disciplinary action is subject to the approval the administrator group.

VOHK members are liable to disciplinary action if they fail to:

1. Observe the rules stated in VA Policy (Except Chapter 6.4)
2. Observe the rules stated in Standard Operation Procedure
3. Observe the rules stated in VA Policy Chapter 6.4

Only the administrator of Pilot Operation Team is authorized to impose disciplinary action under the condition 1-2.

Only the administrator of Training Team is authorized to impose disciplinary action under the condition 3.

For the disciplinary actions with \* above, an administrator must consult CCR by sending a conflict resolution report (CR Report) to CRM via email. A CR Report contains the personal information of the member, the reason for the penalty and the evidence. The approval from CCR must be obtained before taking these disciplinary actions. The evidences could be, for example, a screen-shot or a sound track.

## 7.5 Notification

An email must be sent to the guilty member before the penalty comes into effect. This notification email must include the method of appealing and the reasons for the penalty or the CR Report approved by CCR (if applicable).

## 7.6 Appealing

If the guilty member feels aggrieved, he or she has the right to make an appeal to the CCR after they receive the notification email. An application for appeal must be sent to the chairman of the CCR via email within 7 days after the penalty comes into effect. During the appeal process, the CCR may need to obtain further information or facts from the guilty member or the administrator. The CCR will take maximum 30 days to investigate into the case. The result of appeal will be sent to the member via email after the process is agreed by both the chairman of the CCR & the CRM.

Ladies and Gentlemen,

The information you submit to us only will be handled by the VOHK Administrator Group, VATSIM, and VAFinancials.com. Your information will not be shared, sold or rented to the other parties, without your permission. In the application form, you will be required to provide personal information such as your real name, email address and age. They are stored in the server(s) of VAFinancials, and only our administrators and the staff of VAFinancials.com have the right to access the sever(s), and the personal information will only be used for identification, members audit and contact purpose. Every time you log on our VAFinancials system, you are required to provide your account user name and password for identification.

Administrator Group

Oasis Hong Kong Virtual

This is the end of VA Policy.