



Standard Operational Procedures

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Introduction

I shall start this introduction with a quote:

Established in 2000, BAVirtual is a voluntary, not for profit organisation, that fulfils a role to provide a structured, hands-on educational environment for aspiring pilots.

Through partnership with the Virtual Air Traffic Simulation Network (VATSIM) and, more recently, the International Virtual Aviation Organisation (IVAO), BAVirtual provides an environment where individuals can learn about the principles of flying for an airline to a fairly advanced level, using commercially available software to create a simulated 'virtual airspace' that is identical in navigational terms to the real world. This highly realistic system acts as a 'knowledge gateway' for aspiring pilots, by allowing them to assimilate some of the more challenging aspects of airline flying but in a relaxed and pressure free environment.

BAVirtual has a membership of 1,250, including aspiring teenagers, active and retired airline captains, and enthusiasts alike.

The organisation does not charge its members to join and is run by a team of volunteers.

*Rob Parker
April 2009*

The introduction to BAVirtual, written by VA Founder and former Director Rob Parker in his History of BAVirtual, sums up the organisation very well. I do not think that anybody could have explained the founding principles that this document exists to uphold so eloquently and succinctly.

In signing up to join BAVirtual, you are acknowledging that you have read and understood this document, and that you agree to abide by the Terms and Conditions explained within its pages.

It is designed to ensure that the values upon which BAVirtual is founded are upheld, and that the environment within BAVirtual remains respectful of all pilots regardless of race, colour, experience, creed or gender.

We kindly ask that you thoroughly read through this guide, and digest the contents prior to signing up to join BAVirtual; it really will answer many of your questions, and give you some idea of what we are all about. If there is something which is unclear to you then please get in touch with us so we can help.

Many thanks for reading, and kindest regards,

Antony McGarr
Director of Human Resources

1.0 Administration & Recruitment Policy

- 1.0.1 BAVirtual is a Virtual Airline that supports users of Microsoft™ Flight Simulator 2004, Microsoft™ FSX & FSX SE (also known as FS9 and FSX/FSX Steam Edition), Prepar3D and X-Plane 10 on the Microsoft Windows platform. We **do not** currently support Mac OS based computers.
- 1.0.2 The applicant must be in possession of a legal copy of Microsoft FS9 (FS2004), FSX / FSX SE, X-Plane 10 or Prepare3D (*please be aware of the different licensing arrangements for Prepare3D*).
- 1.0.3 The applicant must be 16 years of age or over on the date of application.
- 1.0.4 The applicant must be able to make and file their first flight within 14 days of acceptance.
- 1.0.5 The applicant must be able to complete a BAVirtual Flight once every 30 days.
- 1.0.6 The applicant must submit their real identity – no nick names or aliases allowed.
- 1.0.7 The email address supplied will not be accepted if from hotmail.com domains or family of domain names (@hotmail, @msn, @live, @microsoft).
- 1.0.8 The applicant must be able to show professionalism and maturity in all aspects of BAVirtual operation.
- 1.0.9 Members of other Virtual Airlines that model British Airways will not be accepted.
- 1.0.10 If a member loses his account due to inactivity, he can re-join after a 31 day cooling off period. We allow three accounts maximum. If the third account is lost due to inactivity then they shall be permanently prevented from re-joining (see part 3.7.0). To prevent this please get in touch with the HR department BEFORE the account falls inactive so we can assist you in retaining your membership.
- 1.0.11 Any member removed from the roster as a result of Board level action shall be permanently banned from re-joining.

1.1 Recruitment Process

Prospective pilots are required to submit an application via the BAVirtual website. The application form is found by following the Application Form link in the Recruitment menu on the Home Page.

The following points indicate the information required on the pilot application form:

- 1.1.1 A valid IVAO or VATSIM Pilots ID (this is a compulsory item and required even if the pilot intends to fly offline).
- 1.1.2 Date of Birth (Must be entered in the UK format DD/MM/YY and NOT the format MM/DD/YY).

- 1.1.3 Any pilot wishing to transfer hours from another VA will be required to supply a valid URL to enable the HR department to verify the hours. Should the URL be a dead link or the pilot is no longer on their rosters then contact from the pilots previous VA's HR Department is required. The responsibility for ensuring the transfer of hours from another virtual airline rests entirely with the pilot requesting the transfer. The HR department of BAVirtual will not chase other virtual airlines for hour transfers.

Pilots should take note that all transferred hours are purely for display purposes only and have no impact on Rank or Status at BAVirtual. All new-start pilots will begin with zero hours on their log book and a rank of First Officer. **There are no exceptions to this.**

If a pilot loses their account at BAVirtual and has to apply for a new account to re-join us then their log book will also be new with zero hours and a Rank of First Officer. Hours from old BAVirtual accounts cannot be transferred to new BAVirtual accounts. **There are no exceptions to this.**

Once an applicant has completed the application form and submitted it, an email will be received from the HR department confirming receipt. This email shall also notify the applicant of their position on the waiting list. Also included within the email will be a reference number (The ARN) that must be used in all further communications with the HR department until such time as the applicant is accepted as an active pilot within the roster and given an account and Pilot ID number.

The waiting list is the direct result of the 1,250 member limit of BAVirtual. As soon as spaces on the roster become available, the applicant will move up the waiting list on a first come, first served basis.

Once an applicant has successfully moved to the top of the waiting list, they will be required to undertake a web based entry examination. This examination is designed to ensure that all applicants have some basic Aviation and Flight Simulator knowledge and is specifically designed not to be too in-depth or taxing. It will consist of 20 multiple choice questions and applicants will have twenty minutes to complete the test starting when the first question is answered. Two attempts are allowed per application, 48 hours apart.

If you have two unsuccessful attempts at passing the entrance examination then your application will be closed and you will not be able to apply to join again until a 14 day cooling off period has passed. This is to allow time for you to undergo further study for the examination.

Upon successful completion of the exam, applicants will receive an email from the BAVirtual HR Department notifying the applicant of their Pilot ID Number (PID). At this point, the applicant will join the roster as a First Officer and have access to all of the VA's features using their PID and the password submitted on the application form.

New pilots have fourteen (14) days to complete and successfully log their first flight with BAVirtual. This fourteen day period starts on the day that the pilot passes the entry exam. Failure to complete the first flight within the fourteen day time limit will result in automatic dismissal from the roster without warning. If this occurs then a new application must be submitted via the web site after a 31 day cooling off period.





NOTE: Any application submitted with an invalid IVAO, VATSIM PID or Hotmail email address will be immediately discarded.

2.0.0 Operational Issues

2.1.1 Rank Structure

All pilots accepted by BAVirtual are assigned the Rank of First Officer with zero BAVirtual Hours and zero Experience Points. Should a pilot join BAVirtual with hours transferred from another VA, those hours shall be considered 'Transferred Hours' and will not count towards the pilots advancement in rank or experience points. They will be displayed only on the pilot's personal profile.

2.1.2 Promotion Scale

RANK	MINIMUM HOURS REQUIRED	RANK DISPLAYED ON ROSTERS
First Officer	0 - 50 hours	
Senior First Officer	50 - 100 hours	
Captain	100 - 500 hours	
Senior Captain	500 + hours	

2.2.0 Aircraft Ratings





First Officer	Embraer 170/190 Boeing 737 (Comair routes only) Airbus A319/A320/A321 (Note the A318 is restricted to Captain and above) Full Classic Fleet (Note that this does not include Concorde, the 747-200 or any classic flight over 6 hours)
Senior First Officer	All of the above plus: Boeing 767 on European routes (long haul operations on the 767 are restricted to Captain & above)
Captain	All of the above plus: Airbus A318 Airbus A380 Boeing 747 (All variants) Boeing 757 (Openskies) Boeing 767 Boeing 777-200 Boeing 787 Classic flights over 6 hours
Senior Captain	All of the above plus: Concorde

NOTE: Concorde is the flagship of the BAVirtual fleet and as such only available to Senior Captains. The ONLY exception to this is during Fly-in events when all airframes are available to all ranks (see 2.5.0). Requests for special dispensation to fly Concorde on the line below the rank of Senior Captain will be denied.

2.3.0 Experience Points

Where your rank reflects the fleet aircraft that you are permitted to fly; your experience points illustrate your experience and involvement as a BAVirtual Pilot. Aside from earning them for your flying, experience points can be awarded for items such as contributions to the BAVirtual In House Magazine, Airways; or for fly-in participation and for any number of other items as the board sees fit. Key items for which you will receive experience points for are as follows;

- 1 point per hour of online flight
- 2 points per flight
- 1 point per 500Nm you fly
- 50 points per rank advanced
- 2 points per flight rotation
- 10 points for participation in an online event
- 2 points for conformance to schedule within 2%
- 1 point for conformance to schedule within 5%

	150 points
	500 points
	1000 points
	2000 points
	4000 points

Experience points awarded for a full rotation require operation out to a destination and return back to the departure airfield from which the original leg was flown. For example: Gatwick – Rome – Gatwick.

Experience points gained for schedule conformance must be gained by adjusting flight time. Pilots must start Phoenix just before commencing push back and stop Phoenix no later than 5 minutes after applying the parking brakes on stand and shutting down the engines. The Flight Report (PIREP) should then be filed. Waiting at the gate and/or taking excessively long taxi routes in order to better one’s conformance is not allowed and our ACARS software (Phoenix) can detect if this is occurring.

To gain experience points for online flight, the pilot must fly the whole flight online. This means being connected to the selected network, either IVAO or VATSIM. Any connectivity issues – disconnections for a significant proportion of the flight - should be reported through the reporting feature within Phoenix (see the Phoenix manual). Please be aware that an automatic integrity check is performed for all flights logged online and if a significant discrepancy is found then the points are automatically removed.

Any pilot found to have gained experience points without abiding to the rules stated above will be disciplined accordingly and any awarded experience points removed.

2.4.0 Restricted Flights

Restricted flights are multi-leg flights. Restricted flights will be identified as such, and will have a letter following the flight number. Such flights must be flown in the correct alphabetical order. An example of a restricted flight would be as follows:

You have three flights, BA123A, BA123B and BA123C. In order to fly BA123B, you must have flown flight BA123A no more than two weeks previously. Likewise, in order to fly BA123C you must have flown BA124B no more than two weeks previously.

2.5.0 Fly-in Events

Fly-in events are organised events often arranged by BAVirtual or by third parties outside of BAVirtual, for example VATSIM or IVAO, but to which BAVirtual has given their endorsement and support. During these events members can use airframes suitable for the flight detailed in the Fly-in but outside their rank if required. Fly-in event hours can be logged onto your log book through Phoenix using the special Fly-in code issued by the staff at the time of the event. Fly-in events are usually advertised in the forums where detail about the event will be given.

2.6.0 Scheduling

Scheduling information can be difficult to locate and maintain. Whilst we try and mirror the real world British Airways Timetable within the real world section of our operation we may sometimes be unable to include every flight and route offered by our real world counterpart as these are always subject to change.

Schedules will be reviewed on a periodic basis and extra flights may be added or removed as required. Pilots will always be notified of changes to any schedules within the forum, and by the BAVirtual NOTAM's Dispatcher. If you spot an error in the schedules then please let us know.

2.7.0 Flight hours

BAVirtual has a duty of care to our membership and as such must discourage excessive hours spent at a computer or video screen equipped device for health reasons. There is also the issue of pilots unrealistically clocking up the hours for no other reason than to accumulate hours to gain rank advancement as quickly as possible. BAVirtual wishes to try to reflect real world operations as far as possible. For this reason a monthly cap of 135 flight hours on a rolling monthly basis exists at BAVirtual.

A rolling total of monthly flight hours will be kept for each pilot. This cap will mean that no pilot will be able to book a flight where the expected duration, as quoted on the dispatch page, would take them over their monthly allocation.

2.8.0 Fleet

Fleet information is accessible via the fleet page of the website. The BAVirtual Fleet is under constant review, and links to recommended payware and freeware aircraft are updated as required. The fleet section of the website is maintained by the Fleet Manager in association with the fleet Training Captains.

BAVirtual Mainline Fleet is designed to replicate the current real world operations of British Airways PLC. This fleet is the only fleet amongst BAVirtual which receives regular review.

BAVirtual classifies its fleets into 2 categories. These categories are:

Mainline

Airbus A318
Airbus A319, A320, A321
Airbus A380
Boeing 737
Boeing 747
Boeing 757
Boeing 767
Boeing 777
Boeing 787
Embraer E170, E190
Dornier 328, 328JET
Jetstream 31/32
SAAB 2000

Classic

Concorde
BAC 111 One-Eleven
Boeing 707-320
Boeing 737-200
Boeing 757-200
Boeing 747-200
Brittten-Norman BN-2 Islander
de Havilland Comet 4
de Havilland Canada DHC-6 Twin Otter
Hawker Siddeley Trident
Hawker Siddeley HS 748
Lockheed L-1011 TriStar
McDonnell Douglas DC-10
Vickers VC10
Vickers Viscount 800

Fleet Decode
Mainline

<i>ICAO Code</i>	<i>BA Code</i>	<i>Description</i>
A318	18A	Airbus A318
A319	19B	Airbus A319
A319	M9A	Airbus A319 – Former BMI Airframe (G-DBC*)
A320	20D	Airbus A320
A320	M0A	Airbus A320 – Former BMI Airframe (G-MID*)
A320	B0A	Airbus A320 – Midhaul Configuration form BMI Airframe (G-MEDK)
A321	21A	Airbus A321
A321	M1A	Airbus A321 – Midhaul Configuration form BMI Airframe (G-MED*)
A388	38A	Airbus A380-800
B733	C33	Boeing 737-300 – (Operated by Comair only)
B734	C34	Boeing 737-400 – (Operated by Comair only)
B738	C3D	Boeing 737-800 – (Operated by Comair only)
B752	75X	Boeing 757-200 – (Operated by Openskies only) (F-HAV*)
B752	75V	Boeing 757-200 – (Operated by Openskies only) (F-GPEK)
B744	74K	Boeing 747-400 – (Heavy Hi – J)
B744	74B	Boeing 747-400 – (Light Hi – J Lite)
B744	74I	Boeing 747-400 – (Heavy Mid – J)
B744	74S	Boeing 747-400 – (Heavy Hi – J Lite)
B763	76B	Boeing 767-300 – (Shorthaul)
B763	76Z	Boeing 767-300 – (Longhaul)
B772	77P	Boeing 777-200 – (A Market)
B772	77A	Boeing 777-200 – (GE Powered 3 Class Config)
B772	77C	Boeing 777-200 – (GE Powered 4 Class Config)
B772	77F	Boeing 777-200 – (RR Powered 3 Class Config)
B772	77S	Boeing 777-200 – (RR Powered 4 Class Config)
B77W	77N	Boeing 777-300ER
B788	78B	Boeing 787-8
B789	78C	Boeing 787-9
E170	ER7	Embraer 170 – (Operated by CityFlyer only)
E179	ER9	Embraer 190 – (Operated by CityFlyer only)
D328	D38	Dornier 328 – (Operated by Sun Air of Scandinavia only)
J328	FRJ	Dornier 328JET – (Operated by Sun Air of Scandinavia only)
JS31	J31	Jetstream 31 – (Operated by Sun Air of Scandinavia only)
JS32	J32	Jetstream 32 – (Operated by Sun Air of Scandinavia only)
SB20	S20	Saab 2000 – (Operated by CityFlyer only)

Classic Fleet

ICAO Code	Description
A748	Hawker Siddeley HS 748
BA11	BAC 111 One-Eleven
B707	Boeing 707-320
B732	Boeing 737-200
B742	Boeing 747-200
B752	Boeing 757-200
BN2P	Britten-Norman BN-2 Islander
CONC	Concorde
COMT	de Havilland Comet 4
DC10	McDonnell Douglas DC-10
DHC6	de Havilland Canada DHC-6 Twin Otter
L101	Lockheed L-1011 Tristar
TRI	Hawker Siddeley HS 121 Trident
VC10	Vickers VC-10
VISC	Vickers Viscount 800

2.8.1 Fleet Substitution policy

A318

The A318 should not be substituted. The A318 is the only Airbus rated to fly into London City.

A319/A320/A321

These aircraft share a common type rating and can be substituted accordingly but not by the A318.

A380

The B744 and B748 can substitute the A380 until a suitable A380 is produced.

B737

The B733, B734, B735, B736, B737, B738 and B739 all share a common type rating so we will allow substitution within any of these sub types.

The B731 and B732 do not share that type rating, so must NOT be substituted.

B747

The B744, and B748 share a common type rating and can be substituted accordingly (Mainline only).

The B741, B742 and B743 share a different type rating and so cannot substitute for the B744/B748 (classic routes only).

The B777 cannot substitute for B747 only an A380 can substitute for B747 (Mainline only)

B757

The B757 should not be substituted. On Mainline flights the B757 is operated by Openskies between JFK/KEWR and LFPO only.

B767

The B767 should not be substituted.

B777

The B777 can only be substituted by B787

B787

The B777 can substitute the B787 until a suitable B787 is produced.

Classics

NO substitution is allowed in the Classic Schedule

Concorde

This is a stand-alone rating and should not be substituted.

D328

Should not be substituted.

E-Jets

The E170 & 190 share a common type rating so they can be substituted between each other. (This includes the E175 & E195)

J328

Should not be substituted.

JS31/JS32

Can be substituted by J41

SB2000

Should not be substituted.

Any other Airframes

No substitution is allowed for airframes not listed above

Note: Many of the aircraft in the BAV Fleet Library are provided by different authors who have kindly agreed to allow those aircraft to be hosted by BAV. Copyrights apply in every case and members, and prospective members of BAVirtual are reminded that they have a duty to respect the wishes of the original authors, particularly in regard to repainting or distribution. If in doubt, check with the author or contact the BAVirtual Staff.

Any abuse of the substitutions policy may result in the member's account being terminated without notice and no return permitted for a 6 month period.

3.0.0 General Conduct

3.1.0 Use of the BAVirtual Web Site

People making an application to join BAVirtual are referred to as "Pilots". This in no way implies qualification as a pilot of any form of air transport outside of the simulated environment.

While using the BAVirtual website, all pilots are subject to monitoring and any offensive postings are liable to be deleted, without notice, by the BAVirtual Personnel and may result in permanent account closure (section 3.2.0).

3.2.0 General Conduct

Comments of a derogatory nature, which are deemed offensive by the BAVirtual Staff will result in immediate dismissal without notice, and a ban on future membership applications.

3.3.0 BAVirtual Pilots Web Forum

When logging onto the BAVirtual Forum, all users are subject to a user agreement for the forum. Logging into the forum means you have accepted this user agreement. Pilots are reminded that Foul and Obscene language is not tolerated in any way, and pilots are not to engage in offensive slanging matches of any sort.

Pilots are permitted a maximum of one personal signature in the forum, plus they can display their highest VATSIM Pilot award plus any further course awards offered by the BAVirtual Training Centre, for example the Winter Ops course. Unofficial signatures beyond the single personal one are not permitted. Members holding Staff Positions within the VA are permitted two personal signatures plus the official BAVirtual Training signatures as above.

Pilots who are unable to conduct themselves in an appropriate manner are respectfully requested to avoid making postings within the BAVirtual Web Forum.

The following items are considered unacceptable on the BAVirtual Web Forum:

3.3.1 Offensive language directed at staff or other members.

3.3.2 Pornographic links or material.

3.3.3 Advertising of other Virtual Airlines. This includes user's forum signatures and links. Board members may, at their discretion, permit the advertising of other VA's within Links and Signatures.

3.3.4 Any debates or remarks which may offend international or minority members regarding religious issues and local customs.

3.3.5 References or links to illegal software.

3.3.6 Posts that are considered as non-contributory to the general well-being and morale of the virtual airline.

3.3.7 Posts that are of a political nature.

3.3.8 New Pilots can only post in the New Pilots section of the forum for the first 3 days of their membership. Once this short probation period is over new pilots can post in all areas of the forum.

3.4.0 Online Flying Conduct

Pilots are reminded that when using online Air Traffic Simulation Networks (IVAO and/or VATSIM) that they are an ambassador of BAVirtual when using the BAW call sign or any of its derivatives such as SHT, BEA and so on.

When flying online and claiming hours through Phoenix you should always use a BA call sign and Livery.

Pilots are to exercise good manners and are not to engage in arguments over the networks.

Likewise, BAVirtual Pilots are not to utilise the Unicom Channels of any network as a chat room and are expected to announce all intentions when operating in the vicinity of any other traffic.

If at any time BAVirtual receives communication from any of the networks about bad conduct of one of our pilots, the matter will be investigated and the pilot may be removed from the membership without notice.

If you deem it necessary to advise another user of any issues then please do so via the PM function of the software you are using and remain polite at all times. Do not resort to arguments or bad language. It may be the other user is inexperienced in an online environment. If the discussion becomes heated then please close the conversation and if required, report it to a network supervisor.

3.5.0 Double Logging of BAVirtual Flights

The process of flying a flight for two or more virtual airlines at the same time, so called “Double Logging” is STRICTLY prohibited. BAVirtual has systems in place to detect such activity and members found to be “Double Logging” flights will be suspended, investigated and run the risk of losing their accounts. If this does occur then a lifelong ban from re-joining BAV will be put in place.

A BAV flight may only be simultaneously logged with another virtual flying organisation if it is recorded in that system as being the same flight number, call-sign and airframe, with the exception of organisations modelling British Airways as per section 1.0.9 of our SOP.

3.6.0 Application Information

Providing false information within a membership application is prohibited. Should a pilots identity fall into question at any time the management of BAVirtual reserves the right to carry out our own checks to establish that pilot’s true identity.

Any Pilot who is found to have supplied incorrect or false information in order to gain admission to BAVirtual is liable to being summarily dismissed without notice, and may be subject to a lifetime ban.

We may ask for proof of ID in certain cases and this should take the form of a scan of a passport or other official form of ID issued by a government department in your country of origin. If you would not be happy to provide this if requested then please do not apply to join as there are no exceptions in cases where we feel it is necessary to ask. We also reserve the right to request proof of ID at any point within your term of membership at BAVirtual should any discrepancies arise with the details on your account.

3.7.0 Leave Policy

From time to time it may not be possible for a Pilot to comply with the 30 day flying requirement.

Leave restrictions are as follows:

- 3.7.1 Pilots first joining BAVirtual will not be able to take leave until they have served at least three months as an active pilot. Pilots serving less than one year will be able to take leave on a pro-rata basis up to the 90 day maximum after serving 3 months. Leave is allocated on the 1st January each year.
- 3.7.2 Leave may only be taken for a maximum period of 90 days. If you feel that you may need to exceed this limit then please contact the HR Department immediately for advice.
- 3.7.3 Should the 90 day limit be exceeded by a Pilot without them contacting HR then the inactivity rule will be applied and the account closed.

3.8.0 Inactivity Policy

A common problem in the Virtual Airline world is that of Inactive Pilots. BAVirtual is no exception to this particular problem.

- 3.8.1 Any pilot unable to fly for a period of 30 days or more must place themselves on leave to avoid becoming inactive. If they are not able to do this, the member should contact HR immediately for advice.
- 3.8.2 Company leave allowance is 90 days each calendar year, starting 1st January.
- 3.8.3 Pilots not on leave and who have not flown for more than 30 days will be regarded as inactive and the account closed.
- 3.8.4 If a pilot becomes inactive and loses their account, they will have to apply to re-join for a new account. Pilots may not necessarily receive a warning when this is about to occur.
- 3.8.5 If a pilot is deleted, so too is their Pilot Profile and Logbook. These records are irretrievable once they have been deleted.

- 3.8.6 If a deleted pilot then applies for a new account and is successful, it will have zero hours on the log book and a rank of First Officer. Old hours cannot be applied to new accounts; they are lost with the old account.
- 3.8.6 Once a pilot has been removed from the rosters due to inactivity on **three** separate occasions, they will usually not be able to re-apply for membership.

3.9.0 Use of Phoenix Flight Monitoring Software

- 3.9.1 In order to properly verify flights and hours flown by our pilots, as well as recording other data about the flight, BAVirtual provides real-time Flight Monitoring software called Phoenix. This software is provided for free but is copyrighted to BAVirtual and to the software's developer and therefore may NOT be dis-assembled, de-compiled, reverse engineered or otherwise tampered with in any way. Similarly, this software may not be uploaded elsewhere or re-distributed in any way, shape or form. As Phoenix is updated, newer versions are made available to member pilots and the latest version must be downloaded from our website to enable our pilots to file flight reports and obtain their Flight Hours and Experience Points. Any attempt to use an outdated version will result in a prompt to download the latest version before you can continue.
- 3.9.2 Phoenix must be started just prior to push back from the stand and stopped no later than 5 minutes after applying the brakes and shutting down engines (see Section 2.3.0 – Experience Points, paragraph 4). See also the Phoenix manual for details on the use of the software. Make a note of the PIREP number ***BEFORE*** push back.
- 3.9.3 BAVirtual also requires pilots to be ***at the controls*** of their aircraft for most of the flight and to that end Phoenix has a POSREP (Position Report) facility built into it. Currently, every 59 minutes, pilots will be requested to submit a **POS**ition **REP**ort by completing a simple sum **or** tuning to the specified COM2 frequency that will appear in Phoenix at the given time. Pilots have 10 minutes from the first POSREP request being sent in which to respond by completing the sum and pressing the POSREP button that appears. After this time, Phoenix will cease to record the flight and all flight hours will be lost. This is permanent and the flight is not retrievable.
- 3.9.4 In order that our pilots may operate flights and receive flight hours and experience point, Phoenix must be in operation. **NO MANUAL PIREPS WILL BE PROCESSED.** If you have encountered issues during a flight with Phoenix running, please report the problem to the Tech Team using the "Report Issue" function in the "Help" menu of the Phoenix software. Do not email the Tech Team or HR directly about flight issues.

Note BAVirtual expressly forbids the use of any software that automatically processes the POSREP request from Phoenix. Any member pilot discovered using auto-click software or any other such program that attempts to circumvent Phoenix, will face disciplinary action and possible removal from BAVirtual without notice.

4.0.0 Privacy Policy

BAVirtual is committed to protecting your privacy and compliance with the Data Protection Act 1998 and its relevant subordinate legislation when handling any personal information. Subject to the provisions of

this policy we will treat any information we obtain about you arising from your use of the BAVirtual website as confidential.

- 4.0.1 Use by you of the BAVirtual website constitutes an acceptance of this policy which forms part of the use of the BAVirtual website.
- 4.0.2 This Privacy Policy only extends to this website and does not extend to your use of, provision to and collection of any data on any website to which you may link by using the hypertext links within the BAVirtual website.
- 4.0.3 We collect information when you use the BAVirtual website, when you register and log in, and when you respond to requests to submit personal information about yourself in order to collate data about our users which assists us in the future development of our website and services.
- 4.0.4 When you visit our website we issue a cookie or unique code that allows us to identify your computer. A cookie is used to note the different areas of the services recently accessed through your computer - this can only be done in relation to this website service and not in relation to any other sites you visit. Information collected this way is used to ensure that our website is both interesting and relevant and to develop and manage our online services. Cookies in themselves do not identify the individual user, just the computer used.
- 4.0.5 We will ensure that all personal information supplied is held securely in accordance with the Data Protection Act 1998 and its relevant subordinate legislation and we will comply with the principles set out in that Act.

When you supply any personal information to us we will meet our legal obligations towards you in the way that we deal with that information. In accordance with the data protection principles we have to collect the information fairly and to let you know how we will use it (**see paragraph 4.0.3**) and whether we will pass the information on to anyone else.

We **DO NOT** currently supply your personal information to third parties and **WILL NOT** do so except with your prior consent or where required by law. We will ensure that any information will be held only as long as is necessary to ensure that our service runs smoothly. We use up to date industry procedures to keep personal data safe and secure as possible and to protect against loss, unauthorized disclosure or access.

- 4.0.6 We reserve the right to request a copy of a formal form of ID in order to verify your details given on your BAVirtual account should any discrepancies come to light with the details we hold for you. This should take the form of a scan of a passport or other official form of ID issued by a government department in your country of origin. If you would not be happy to provide this if requested then please do not apply to join as there are no exceptions in cases where we feel it is necessary to ask. We do not need to disclose the reasons for requesting ID before we request it but will always advise you on the outcome of the request once we have verified your details.
- 4.0.7 We may edit this Privacy Policy from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on the BAVirtual forum page under the heading **'Changes to the Privacy Policy'**.

Note: As with all internet activities, BAVirtual advises all pilots to respect the first rule of internet usage and to ensure that they are using unique passwords for all internet sites requiring user login. Utilising the same password throughout your online life opens you up to security issues and potential abuse.

5.0.0 Other Policies and Requirements for Pilots

- 5.0.1 In addition to this Document, member pilots are required to read and understand the following two additional documents found in the Operations & Policies section of the Recruitment menu on the BAVirtual website:
1. Code of Conduct Policy (Conduct Policy)
 2. Website Terms Of Use

Persons accepted as member pilots and placed onto the BAVirtual roster will be deemed to have fully agreed to and accepted the conditions discussed in the above Policies.

5.0.2 Use of BAVirtual Documentation

All documentation provided within BAVirtual is strictly for active member use only. All documentation is copyrighted to BAVirtual and it must not be shared, duplicated or copied in any way. The documents must be downloaded from our web site and kept in their entire form as provided, without amendment. The documentation must not be shared with non-members or placed onto any web sites or forums, nor may you provide links to our documentation which may be hosted on a personal site or document sharing server. A member found to be sharing any of the documentation with non-members will be suspended pending investigation and will have their account terminated and receive a ban from re-joining in the future.

This restriction on use of BAVirtual Documentation also includes posts made by members in the forum. Our forum is password protected and all posts made in our private forum are for members only. Posts must not be copied or reproduced in any way into other forums or similar without the express permission of the author.

5.0.3 Internal Staff Positions

We reserve the right to offer staff roles to members who the Board of Directors feel are qualified to fulfil the role, without advertising the role to the wider membership. An example of this would be to offer a Training Captain role on a specific airframe to a member who is a real world pilot on the specific airframe in question. This makes sense and will be of great benefit to the VA and its members.

If no such individual exists within the VA then we will advertise available roles to the membership and invite applications. Any appointments will be made by the Board of Directors and their decision is final.

6.0.0 Frequently Asked Questions (FAQ)

Q1. Can I apply to join even though I am under the age of 16?

A1. A decision was made early in the VA's history to restrict ages to 16 years and over. We strictly uphold this policy and therefore do not accept applications from people under 16 years of age. There are no exceptions to this under any circumstances so please do not request one. If you are under 16 years of age please do not apply until your 16th birthday.

Q2. How much Annual Leave do I get?

A2. New members get no leave for the first three months of service. A full year of leave is 90 days, so new members get a pro rata amount of the 90 days for the remainder of the year after the three month probation has passed.

Q3. How do I put myself on Leave?

A3. You need to go to "Edit Profile" which can be found under the "Waterside" menu of the web site or within the "Crew Centre" page of the web site. At the bottom you will see a check box marked "On Leave". Tick this and save the changes by clicking "Confirm" and you will be on leave assuming you have some to use. To come back to active duty, simply file a flight via Phoenix as usual.

Q4. What can I do if I have no Leave remaining but cannot make a flight before the 30 days are up?

A4. You need to contact the Human Resources (HR) department for advice. You must approach HR *before* your account becomes inactive for advice and further help. ***Contacting HR after your account has been closed is too late and the account will have been lost.***

Q5. I have lost my account due to falling inactive. Can I reactivate it?

A5. Once your account is lost due to inactivity then it is closed. You can apply for a new account after a 31 day "cooling off" period. If you have lost three accounts due to inactivity then you are not permitted to apply again and your BAVirtual career is over.

Q6. I have been successful at getting a new account after losing my old account due to inactivity. Can I have my Log Book hours and rank back?

A6. Hours are not transferable between accounts. New accounts will start again from zero hours with a rank of First Officer. We can add your old hours to your profile as "Transferred Hours" but these do not count towards your new BAVirtual Log Book or rank.

Q7. I have a lot of hours from my previous VA. Can I transfer them to my BAVirtual Log Book so I can start at a higher rank?

A7. We can put hours from a previous VA on to your account as acknowledgement of your previous experience. These will show on your Pilot Profile as "Transferred Hours" but they will not count towards your BAVirtual Log Book and Rank. There are no exceptions to this policy.

Q8. I am a new pilot but I want to fly long haul flights. Can you make an exception and allow me to do this?

A8. All new pilots start as a First Officer with zero hours on their Log Book. Section 2.2.0 of the SOP shows the aircraft you can fly by rank. There are no exceptions to these restrictions.

Q9. I am a new pilot but very experienced with a large number of hours on VATSIM / IVAO. I want to fly long haul flights rather than start on the short haul fleet. Can you make an exception and allow me to do this?

A9. As above, all new pilots start as a First Officer with zero hours on their Log Book. Section 2.2.0 of the SOP shows the aircraft you can fly by rank. There are no exceptions to these restrictions and we do not personalise accounts no matter how experienced you were before joining BAVirtual.

Q10. I want to log my flights with VPA or ProjectFly. Is it permitted to do this?

A10. We have updated our policy on the Double Logging of flights. Please read section 3.5.0 and see Q14 in this section for details.

Q11. I could not submit a flight to the server using Phoenix. Can you add it to my log book for me manually?

A11. We do not add flights manually to your log book. Only flights submitted through Phoenix will be added. Please make sure you make a note of the flight PIREP number **BEFORE** you start your flight so any issues can be looked into. Without the PIREP number we are unable to help you and the flight will be lost.

Q12. I have received a request to provide a scan of ID to verify the details on my account. I don't want to provide this as I feel unsafe doing so. Do I have to provide the ID?

A12. It is a requirement of membership to agree to provide a scan of an official form of ID if requested to do so, and this is stated clearly in the SOP which all members agree to when holding an active account. Random checks on members details are performed from time to time, or a request will be sent to a member if there is a discrepancy in the details we hold for them on their account. BAVirtual take Data Protection very seriously and any scans received will be safely destroyed once we have verified the account holder's details. We will NEVER pass on your details to third parties nor keep any ID on our servers once we have satisfied the requirement for ID verification. If you are not happy to provide a copy of a form of official ID if requested by the Management Team then please do not submit an application form to join. There are no exceptions to this Term and Condition of Membership as it is fundamental to the integrity of the VA to know who our members are.

Q13. I have failed two attempts at the entrance exam. Can I apply to join again?

A13. You can apply to join as many times as you like unless you have lost three accounts due to inactivity or have been told that you cannot join again by a member of staff. If you fail the two examination attempts you must wait for a 14 day cooling off period to end before applying again. If you apply within the 14 day cooling off period then your application will be automatically rejected.

Q14. I see the policy for Double Logging has been updated. Can you be clear on what is allowed?

A14. Here are two examples, one showing what is allowed and one that is not under the new policy:

1. *A pilot files a PIREP for flight BA304 from London Heathrow to Paris Charles de Gaulle. The flight is completed in a BA-liveried Airbus A320, on the VATSIM network with a BAW call-sign and this data, including flight number, call-sign and airframe, is simultaneously recorded with another virtual flying organisation.*

This is acceptable because the flight number, call-sign and equipment are recorded identically in both systems and a BA-liveried aircraft is used for the flight.

2. *A pilot files a PIREP for flight BA2770 from London Gatwick to Jersey. The flight is completed in an EasyJet-liveried Airbus A319, using an EZY call-sign on the VATSIM network and in addition to logging with Phoenix, the flight is simultaneously recorded for another virtual flying organisation as flight U2895.*

This is not acceptable because the same flight is being logged under two different flight numbers. In addition, this flight contravenes section 3.4.0 of the SOP which requires online flights to use a BA call-sign and livery.

Appendix 1.0 – SOP changes since the previous version

The following changes have been made to the SOP since the previous versions.

1 February 2017 (V5.4.0)

2.7.0 Fleet	<i>Tided up for clarity.</i>
2.7.1 Substitution Policy	<i>Tided up and reworded in places for clarity.</i>
3.4.0 Online Flying Conduct	<i>ProjectFly added to double logging section.</i>
3.4.0 Online Flying Conduct	<i>Online call signs.</i>
5.0.2 Use of BAVirtual Documentation	<i>Clarification on the use of BAVirtual Documentation.</i>

1 May 2017 (V5.4.1)

1.1.3 Recruitment Process	<i>Reduction of the failed exam cooling off period to 14 days.</i>
2.5.0 Fly-in Events	<i>New section for clarity & renumbering of other sections.</i>

6 May 2017 (V5.4.2)

3.5.0 Double Logging of BAVirtual Flights	<i>Section added.</i>
5.0.2 Use of BAVirtual Documentation	<i>Clause added for clarity with respect to forum posts.</i>
6.0.0 Frequently Asked Questions	<i>Updated with examples for section 3.5.0.</i>