



VATSIM Sub-Sahara Africa

VATSSA Staff Team

Staff Team meeting minutes

29th May 2026, Sunday, 1800Z

Meeting Overview

26th April, Sunday, 1800Z	
Meeting lead by	Wian Saptouw
Minutes	Josh Martin
Attendees	<p>Wian Saptouw (WS) - Division Director Luke Van Zyl (LV) - Deputy Division Director Josh Martin (JM) - Membership Manager Clark King (CK) - Deputy ATC Manager George Daniel Schoonraad (GS) - Tech Manager Matthew Le Roux (MR) - Team Operations Muhammed Sudeis Sacoor (MS) - Team Operations Liam Saacks (LS) - Team Operations Paul Bousfield (PB) - Team Operations Liam Garland (LG) - Team Operations Aiden Omondi (AO) - Team Operations</p>
Absent	<p>Jonathan Hanekom (JH) - Team Operations Shaun Megit (SM) - rVA Manager Connor Dyr (CD) - Team Operations Bennet Friedwagner (BF) - Deputy rVA Manager Liyema Jacobs (LJ) - Deputy Membership Manager</p>

Meeting Summary

- Previous meeting recap
- Director's Notes
- Operations
- Financial
- Policies
- Tech update



WS opens the meeting by welcoming the attendees.

WS begins by thanking the Staff Team and welcoming the new Operations Team members.

Item 1: Director's Notes

WS begins by discussing the progress towards the Division Director handover. We are waiting for the final pieces of access. After the handover is complete, the Division will begin working on new major projects.

WS announces **CK**'s rating update to I1 and **LS**'s rating update to C3. **WS** is delighted to recognise their exceptional contributions to the division's ATC training.

CK's I1 has since been removed due to his resignation from the Staff Team. All such tasks have been delegated to his successor **MR**, who at the time the meeting was a member of the Operations Team.

WS discusses the Events Team. **LV** will be focusing on rostering, **JM** doing uploads, **PB** and **LG** managing the events development, and **BF** managing VA events. We expect to hire the new Events Team staff by 7th June.

SM will be going on LoA for a month; therefore, **BF** will be managing the VA Department.

Action Plan

- **WS** will process **CK**'s and **LS**'s rating updates within 48 hours.



Item 2: Policy Development

WS discusses progress towards the policy overhaul. Most policies are on track for a release date of 30th June, in time for implementation from 1st July. However, delays are expected for the rVA Policy, Events & Exams Policy, and Branding & Logo Policy.

LV informs staff about the ATC policy development. **CK** has completed the ATC Trainee Policy and will be starting the General ATC Policy soon. The General Policy will include the Senior Controller Policy, including C3 requirements and FSS endorsements.

The policy overhaul will include:

- Division policy - **WS**
- ATC Training and Standards policy - **LV** and **CK**.
- ATC General policy - **LV** and **CK**.
- Membership policy - **JM** and **LJ**.
- rVA policy - **SM** and **BF**.
- Events & Exam policy - **LV**, **CK** and Events Team.
- Branding & Logo policy - Events Team.
- Data Protection policy- **WS**, **JM** and **GS**.
- Staff and Team Operations policy - **WS**, **LV** and **JM**

Action Plan

- No further action decisions at this time.

Item 3: Deputy Director's Notes

LV will be overseeing the Events, ATC and rVA departments. **WS** will be overseeing Membership and Tech.

Action Plan

- No further action decisions at this time.



Item 4: Division PR

WS discusses a rise in complaints. Division PR will be addressed in the new Staff and Team Operations Policy. **WS** discusses attitude towards members and asks staff to consider the impact their role has, especially when communicating with younger members and varying cultures. **WS** warns staff about the new steps being taken to improve PR. Staff who fail to meet the PR requirements will be met with a formal warning. **JM** discusses how we apply the same rules when communicating with other divisions or VACCs. It is very important to be polite and courteous, especially during planning processes.

LV brings up controller conduct. **WS** discusses student conduct with mentors. Mentors that feel they have been let down by their students should raise it immediately to the ATC Department. **JM** brings up CoC requirements, specifically how it applies in DMs. Members who meet through any VATSIM infrastructure, including Discord servers, are subject to the CoC in their DMs, and any infractions may be reported to the Membership Department; however, members are reminded of the immediate safeguarding tools available by Discord, such as the block or report button. **LV** brings up staff's responsibility in reporting poor conduct to **JM**, **LV** or **WS**. **WS** talks about staff having a role in upholding the CoC to the best of their ability. **JM** emphasises staff's role in reporting violations, and they should avoid attempting to enforce it unless acting in a moderator capacity. If at any point a member is in breach of VATSIM network policy, they should be timed out and reported to the Membership Department.

Action Plan

- Staff and Operations to familiarise themselves with the new Staff and Team Operations policy.
- Staff to remain wary of member conduct.



Item 5: ATC Training

LV discusses checkouts and CPTs. **LV** will be sharing the spreadsheet with the Events Team and talks them through CPT processes. The Pipeline Coordinator (PC) will coordinate with the examiner and student to find an exam date. The PC will contact the Event Team, and they will post it and update the CPT sheet. **JM** will be walking through **PB** on uploading to myVATSIM.

LV has elected SM to step back from mentoring and focus on examining. We hope it will reduce the CPT queue.

LV discusses the information available from **LS**. **LS** is always available for mentors to ask questions about procedures.

Overall, ATC training is going well. We have a few S3 exams lined up, and a lot of S2s and a couple of C1s progressing nicely. **ML** and **CK** have been developing the Moodle and have refreshed the S2 and S3 Moodle; C1 is in progress. **WS** discusses the Fast Track Policy.

Action Plan

- **JM** to discuss myVatsim uploads with **PB**

Item 6: Membership

JM discusses the new Membership Policy, particularly the Professional Standards section. Staff are all appointed moderators, with **JM**, **LV** and **WS** appointed as senior moderators. Staff will be focusing on informal moderation and will be utilising timeouts when needed.

Staff are asked to look out for policy breaches and report them. Staff are asked not to attempt to resolve policy breaches; instead, they should defuse a situation and forward it onto the Membership Department.

Staff are reminded that we have a no-fault policy for taking moderative action, and staff will always be supported; however, members are welcome to appeal moderation efforts to VATSSA1 and VATSSA3 via email.

Action Plan

- No further action decisions at this time.



Item 7: eAIP

JM discusses the idea of rebranding of the eAIP to docs.vatssa. **WS** asks the reasons. **GS** discusses that it has no operational requirements and makes it more visible and relevant.

JM discusses using the **GitHub** roles more. **GS** will look into it. It will be aimed at senior contributors and operations team members. **GS** discusses having area managers for the sector files. They will have more responsibility and authority over an area. It will focus on senior contributors and knowledgeable ops team members.

Action Plan

- **GS** to change the eAIP domain to docs.vatssa.com.
- **GS** to look into GitHub roles.



Item 8: Tech Updates

GS discusses progress towards the new website, which is in the final development stages. The new website will not have a backend and therefore will not store any data. **GS** discusses a roster implementation with an API. **MS** is working on it. ControlCentre will pull the data and combine it into one roster with only the CIDs, since we are not deploying a backend. **AO** has started implementing new features to CC. These include new types of training. **GS** discusses the final goal of replacing old features with web tools, such as a help desk.

GS is busy finalising the migration of old systems.

GS has explored potential tools for new automated events software. **WS** forwarded this to **PB** and **LG**; it will also be forwarded to the new Events Team.

GS will also be looking at a Discord bot to update CC, Discord and a VATSIM booking API. This is a future project that will be looked at in the next quarter.

GS tells staff the Google Workspace accounts will be shut down shortly. The migration of emails is complete.

WS explains **GS** and he have been given AFV access; however, GNG are yet to respond.

AO and **GS** discuss unauthorised connections. CC is designed so that you are approved for FIRs/areas, but not ratings. Staff are unable to edit the roster. The API will help the new website roster combine these and flag unauthorised logons.

The Tech Team will also be looking to create an API to display the online controller list on the new website.

Action Plan

- **MS** to continue work on the roster API.
- **GS** to continue migration tasks.
- Events team to trial the new auto roster website.
- **GS** to investigate the possibility of a custom Discord Bot.
- Tech team to discuss an API to display an online controllers list on the new website.
- **AO** to continue work on new CC features.



Item 9: Donations

GS says we have applied for a physical host for our donations via OpenCollective. We are waiting for our application to a collective to be accepted. We will be accepting donations soon.

WS will be posting more info to members soon. A Donations Policy has been set up to safeguard the donations procedure.

Action Plan

- No further action decisions at this time.

Item 10: Events

WS discusses the interim Event Team and apologises for the tricky scenario they have landed in. The previous staff left on a positive note and will be providing all relevant resources.

JM discusses our applications for WorldFlight 2026. We have submitted **FAOR** and **AT98**.

Action Plan

- No further action decisions at this time.



Item 11: Event Rostering

WS discusses the new rules in place to prevent controller no-shows for events. The Events Team will be enforcing strikes against controllers should they fail to provide adequate notice for cancelling. These strikes will be circumstantial.

WS thanks **GS** for his focus on developing new features to support the Events Team.

WS reiterates to staff the PR requirements with controllers, and they need to focus on treating controllers with respect, and any issues caused should be reported to Membership.

LV asks **GS** about the new event rostering software. It will allow controllers to post availability and automate certain processes.

MS discusses his prior experience with rostering software. We can take airports and controller sign-ups. We submit time frames, and it will assign them to an airport. The new availability for the airport will change for the open slot.

GS will discuss this with the Events Team and potentially speak to the developer to point a VATSSA subdomain to the dev's webserver.

LG asks about restricting times for controllers to avoid the first-come, first-served issues. The new roster generator will help mitigate this.

Action Plan

- **GS** to discuss auto rostering with the Events Team and
- **GS** to reach out to the developer to point a VATSSA subdomain to the dev's webserver.

Item 12: Staff availability

WS and **LV** discuss pressure and workload. **WS** says his door is always open to help find solutions and lighten workloads if needed. **WS** discusses the “life comes first” mentality. Staff are encouraged to focus on personal life and to ensure they take an LoA if required.

WS asks **GS** about the booking calendar policy. It will be added to the ATC General Policy regarding controller booking no-shows.

WS closes the meeting, asking staff to delegate to their Ops Team and their deputies should they require it.

Action Plan

- No further action decisions at this time.





Next meeting - 26th June, Friday, 1800z (Subject to change).

The meeting concluded at 2033z

