# Laurel Amateur Radio Club (LARC)
# Volunteer Examiner Coordinator (VEC)
# Policies & Procedures Manual

**v3.1   2019 05 07**

# RECORD OF CHANGES

| 03/2019 | | Fixed minor typo's and grammar |
|---|---|---|
| | | Removed references to a VE having a felony conviction as an exclusion from being a VE (approved by Board 6/2018) |
| | | Corrected several typos |
| | J 2 b Page 46 | Added subsection b to clarify that a printed copy of the graded exam from any computer grading program must be included with the applicants 605 & answer sheet. |
| | XII E | Removed process of license upgrades not in ULS when using SM (now that SM has daily updates) |

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# I.    INTRODUCTION

## A.    OVERVIEW

1. The Laurel Amateur Radio Club (LARC) Volunteer Examiner Coordinator (VEC) hereinafter referred to as the "Laurel VEC", is one of 14 VECs that have entered into an agreement with the Federal Communications Commission (FCC) to serve as a VEC. [§97.521]  While each VEC might share common goals, the policies, procedures and instructions on how to achieve those goals will vary among the VECs.

2. The Laurel VEC examining system is comprised of local teams that administer the examinations to the examinees. Each team has a Team Leader and at least one or more Deputy Team Leaders, each of whom must be an Amateur Extra class licensee and who report to a designated Regional Coordinator. This strong person-to-person accountability helps maintain program integrity.

3. Volunteer Examiners provide an invaluable service to the amateur radio community. The Laurel VEC takes great pride in providing this service free of charge. Since its inception in 1984, the Laurel VEC has never charged a fee for its services.

4. We only get one chance to make a first impression. We are the "face of amateur radio" for most people who arrive to take their first amateur radio exam and we should do everything possible to make them feel comfortable. A kind greeting to each applicant, accompanied with a smile, will go a long way to shake off some of the nervousness newcomers and even old-timers experience before an exam.

5. We should pride ourselves in being "*user friendly.*" Before or after an applicant has completed the registration phase, introduce yourself and engage him or her in light conversation. Ask about their amateur radio experience, why they want to become a ham, how long have they been licensed, etc. Talking to someone else is a great way for the applicant to reduce the amount of stress he/she may be experiencing.

6. Everything each of us does during an exam session reflects upon all of us.  Each Laurel VEC certified VE must perform their duties in a dedicated, courteous and professional manner throughout the exam session.

7. Each VE must perform their duties fairly, honestly, and accurately without favor or prejudice. Nothing we do individually or collectively should give the perception that we are doing otherwise.

## B.   MISSION

The mission of the Laurel VEC is to:

1. Coordinate amateur radio license exam sessions scheduled and conducted by teams of Volunteer Examiners (VE) accredited by the Laurel VEC;

2. Provide policies, procedures, and instructions to ensure that all exam-related activities are conducted in accordance with the applicable rules and regulations of the FCC and maintain the value and integrity of the Volunteer Examiner program.


## C.      CORE VALUES

The LARC VEC operates under these core values:

a. Compliance - Compliance with the FCC rules and VEC policies

b. Communications - Open, two-way, responsive

c. Service - Service to others before self

d. Respect - Respect others at all times

e. Accountability - Accountable for our actions at all times

f. Honesty/Integrity - Honest with each other and with the people we serve

g. Knowledge - Know and understand the current rules and policies that govern our duties, procedures and responsibilities

h. Trust - Trust in each to perform our duties and responsibilities according to the FCC rules and VEC policies

i. Excellence - Commitment in excellence in everything we do

# II.    GOVERNANCE

## A.    COMMUNICATIONS ACT OF 1934

Established the Federal Communications Commission (FCC).  *Select sections listed below:*

1. **Title III – Special Provisions Relating to Radio, License for Radio Communication or Transmission of Energy.**

    SEC. 303 GENERAL POWERS OF COMMISSION

    (l)   Have authority to prescribe the qualifications of station operator, to classify them according to the duties to be performed, to fix the forms of such licenses, and to issue them to such citizens of the United States as the Commission finds qualified;

    (n)   Have authority to inspect all transmitting apparatus to ascertain whether in construction and operation it conforms to the requirements of this Act, the rules and regulations of the Commission, and the license under which it is constructed or operated;

    (o) Have authority to designate call letters of all stations;

    SEC. 312 Revocation of Licenses

    SEC. 318 Operation of Transmitting Apparatus

2. **Title V--Penal Provisions—Forfeitures**

    a.   SEC. 501 General Penalty

    SEC. 502. Violations of Rules, Regulations, And So Forth

3. **Title VI--Miscellaneous Provisions**

    a.   SEC. 606 War Emergency--Powers of President

## B.    PL 97-259 COMMUNICATIONS AMENDMENT ACT OF 1982

1. **SEC. 104 Use of Amateur Volunteers for Certain Purposes**

    Established the VEC program.

## C.    TITLE 47 CODE OF FEDERAL REGULATIONS, CHAPTER I

1. **Part 0 Commission Organization**

2. **Part 1 Practice and procedure**

**a. Subpart A – General Rules of Practice and Procedure**

    i. §1.5  Mailing address furnished by licensee

        (a) Each licensee shall furnish the Commission with an address to be used by the Commission in serving documents or directing correspondence to that licensee. Unless any licensee advises the Commission to the contrary, the address contained in the licensee's most recent application will be used by the Commission for this purpose.

        (b) The licensee is responsible for making any arrangements which may be necessary in his particular circumstances to assure that Commission documents or correspondence delivered to this address will promptly reach him or some person authorized by him to act in his behalf.

    ii. §1.83  Applications for radio operator licenses

        (a) Application filing procedures for amateur radio operator licenses are set forth in part 97 of this chapter.

    iii. §1.85  Suspension of operator licenses

**Subpart F—Wireless Radio Services Applications and Proceedings**

    **i. §1.907  Definitions**

        (a) *Universal Licensing System.* The Universal Licensing System (ULS) is the consolidated database, application filing system, and processing system for all Wireless Radio Services. ULS supports electronic filing of all applications and related documents by applicants and licensees in the Wireless Radio Services, and provides public access to licensing information.

    **ii. §1.913  Application and notification forms; electronic and manual filing**

        (a) *Application and notification forms.* Applicants, licensees, and spectrum lessees (see §1.9003) shall use the following forms and associated schedules for all applications and notifications:

            (4) *FCC Form 605, Quick-form Application for Authorization for Wireless Radio Services.* FCC Form 605 is used to apply for Amateur, Ship, Aircraft, and General Mobile Radio Service (GMRS) authorizations, as well as Commercial Radio Operator Licenses.

        (b) *Electronic filing.* Except as specified in paragraph (d) of this section or elsewhere in this chapter, all applications and other filings using the application and notification forms listed in this section or associated schedules must be filed electronically in accordance with the electronic filing instructions provided by ULS. For each Wireless Radio Service that is subject to mandatory electronic filing, this paragraph is effective on July 1, 1999, or six months after the Commission begins use of ULS to process applications in the service, whichever is later. The Commission will announce by public notice the deployment date of each service in ULS.

(f) *Applications for Amateur licenses.* Each candidate for an amateur radio operator license which requires the applicant to pass one or more examination elements must present the administering Volunteer Examiners (VE) with all information required by the rules prior to the examination. The VEs may collect the information required by these rules in any manner of their choosing, including creating their own forms. Upon completion of the examination, the administering VEs will immediately grade the test papers and will then issue a certificate for successful completion of an amateur radio operator examination (CSCE) if the applicant is successful. The VEs will send all necessary information regarding a candidate to the Volunteer-Examiner Coordinator (VEC) coordinating the examination session. Applications filed with the Commission by VECs must be filed electronically via ULS. All other applications for amateur service licenses may be submitted manually to FCC, 1270 Fairfield Road, Gettysburg, PA 17325-7245, or may be electronically filed via ULS. Feeable requests for vanity call signs must be filed in accordance with §0.401 of this chapter or electronically filed via ULS

### iii. §1.923   Content of applications

(a) *General.* Applications must contain all information requested on the applicable form and any additional information required by the rules in this chapter and any rules pertaining to the specific service for which the application is filed.

### iv. §1.949   Application for renewal of authorization

(a) *Filing requirements.* Applications for renewal of authorizations in the Wireless Radio Services must be filed no later than the expiration date of the authorization, and no sooner than 90 days prior to the expiration date. Renewal applications must be filed on the same form as applications for initial authorization in the same service, *i.e.,* FCC Form 601 or 605.

### v. §1.957   Procedure with respect to amateur radio operator license

Each candidate for an amateur radio license which requires the applicant to pass one or more examination elements must present the Volunteer Examiners (VEs) with a properly completed FCC Form 605 prior to the examination. Upon completion of the examination, the VEs will grade the test papers. If the applicant is successful, the VEs will forward the candidate's application to a Volunteer-Examiner Coordinator (VEC). The VEs will then issue a certificate for successful completion of an amateur radio operator examination. The VEC will forward the application to the Commission's Gettysburg, Pennsylvania, facility. [63 FR 68935, Dec. 14, 1998]

**Subpart G—Schedule of Statutory Charges and Procedures for Payment**

**b.** **Subpart W – FCC Registration Number**

    **i.** **§1.8001   FCC Registration Number (FRN)**

        (a)  The FCC Registration Number (FRN) is a 10-digit unique identifying number that is assigned to entities doing business with the Commission.

        (b)  The FRN is obtained through the Commission Registration System (CORES) over the Internet at the CORES link at *www.fcc.gov* or by filing FCC Form 160.

    **ii.** **§1.8002   Obtaining an FRN**

        (a) The FRN must be obtained by anyone doing business with the Commission, see 31 U.S.C. 7701(c)(2), including but not limited to:

            (1) Anyone required to pay statutory charges under subpart G of this part;

            (2) Anyone applying for a license, including someone who is exempt from paying statutory charges under subpart G of this part, see §§1.1114 and 1.1162;

        (b)(1) When registering for an FRN through the CORES, an entity's name, entity type, contact name and title, address, and taxpayer identifying number (TIN) must be provided. For individuals, the TIN is the social security number (SSN).

**3.** **SubChapter D - Part 97 Amateur Radio Service**

    a.  Subpart F—QUALIFYING EXAMINATION SYSTEMS

        Copy of subpart F is in APPENDIX B - PART 97—AMATEUR RADIO SERVICE

**4.** **Part 214 Procedures for the Use and Coordination of the Radio Spectrum During a Wartime Emergency**

## D.   FCC-ISSUED PUBLIC NOTICES APPLICABLE TO THE AMATEUR RADIO SERVICES AND TO THE VEC SYSTEM

**1.** **Public Notice DA 17-741**

    Addition of felony question to FCC form 605

## E.  COMPLIANCE

1.  The policies, procedures and instructions of the Laurel VEC are unique to the Laurel VEC. The policies, procedures and instructions contained herein, supersede any other policies, procedures and instructions contained in any other documents except the rules of the FCC. Only by coincidence may any or all other VECs have policies, procedures and instructions that are similar or the same.

2.  The policies, procedures and instructions of the Laurel VEC augment but do not diminish the authority or the requirements of the rules and regulations of the FCC.

3.  This document and its appendices establish the policies, procedures and instructions of the Laurel VEC, which are necessary to accomplish the mission of the Laurel VEC and are applicable to all Volunteer Examiners accredited by the Laurel VEC.

4.  All Volunteer Examiners (VE) accredited by the Laurel VEC must comply with the policies, procedures and instructions contained herein and the rules and regulations of the FCC.

5.  The principal statutory authority for amateur radio license exams is CFR Title 47, Part 97, Subpart F - Qualifying Examination Systems, and is the foundation of the Laurel VEC policies, procedures and instructions regarding activities related to the amateur radio licensing system.

6.  Each of the VECs adheres to the rules contained in Part 97. Several, if not all, VECs, have additional rules, policies, procedures and instructions for preparing and administering amateur radio license exams. Some of these may be common among all VECs while others are unique to a specific VEC.

7.  The policies, procedures and instructions in this document apply to all VEs accredited by the Laurel VEC. Each Laurel VEC-accredited VE, individually and collectively as a member of a team, agrees to comply with these instructions and policies and Part 97 while preparing, administering and processing an examination coordinated by the Laurel VEC.  Additionally, teams will follow the instructions of their appropriate Regional Coordinator.

8.  Questions about the policies, procedures and instructions described in this document may be referred to the applicable Regional Coordinator and/or to the Chairman of the Laurel VEC.

## F.  FAILURE TO COMPLY

1.  The certifying VEs are jointly and individually accountable for the proper administration of each examination element reported. The certifying VEs may delegate to other qualified VEs their authority, **but not their accountability**, to administer individual elements of an examination.  [§97.509(i)]

2.  No VE may administer or certify any examination by fraudulent means or for monetary or other consideration including reimbursement in any amount in excess of that permitted.

Violation of this provision may result in the revocation of the grant of the VE's amateur station license and the suspension of the grant of the VE's amateur operator license. [97.509(e)]

3. Failure to comply with the FCC rules and regulations, the policies, procedures, and instructions of the Laurel VEC, or the instructions of the appropriate Regional Coordinator, may result in the following:

   a. Suspension or decertification of the VE Team as determined by the Chairman of the Laurel VEC

   b. Suspension or dis-accreditation of VE status as determined by the Chairman of the Laurel VEC

   c. Suspension or revocation of license by the FCC and  [§97.509(e)]

   d. Other penalties as determined appropriate by the FCC

4. In addition to 3 above, LARC may disaccredit VEs for:

   a. Intentional failure to comply with FCC rules and/or VEC policies

   b. Repeated unintentional failure to comply with FCC rules and/or VEC policies

   c. Lying

   d. Non-responsiveness to LARC VEC Management

## G.   UPDATES & REVIEW PROCESS

1. This document will be reviewed and updated on an annual basis or at the direction of the Chairman of the Laurel VEC. When there are changes to the FCC rules and regulations or other factors that necessitate updates to this document, the Chairman of the Laurel VEC will provide interim guidance regarding changes to Laurel VEC policies, procedures and instructions. The interim guidance will be incorporated into this document during the next annual review or as directed by the Chairman of the Laurel VEC.

2. Questions, comments and recommended changes may be sent to the Chairman of the Laurel VEC (dzimmerman2002@gmail.com).

## H.   WAIVERS

1. The FCC rules cannot be waived.

2. Only the Chairman of the Laurel VEC may grant waivers or exceptions to the Laurel VEC policies, procedures and instructions contained herein.

3. Any VE who has any questions concerning any waiver, and is not satisfied with the explanation from the Team Leader, is encouraged to contact their Regional Coordinator or the VEC Chair.

# III.   LAUREL VEC ORGANIZATIONAL STRUCTURE

## A.   ORGANIZATION

1.   The Laurel VEC is organized with a chairman, regional coordinators, and VE teams led by a Team Leader, and volunteer examiners.

2.   The Laurel VEC is a member of the National Conference of Volunteer Examiner Coordinators (NCVEC) but operates as an independent VEC.

3.   The Laurel VEC operates as a separate entity from the Laurel Amateur Radio Club; and the Laurel Amateur Radio Club is not responsible for the actions of the VEC

## B.   VEC CHAIRMAN

1.   The Chairman of the Laurel VEC is appointed by the Laurel Amateur Radio Club located in Laurel, MD.

2.   The Laurel VEC chairman is responsible for the organization, operation and the policies of the Laurel VEC in accordance with the rules and guidance of the FCC and the Laurel Amateur Radio Club.

## C.   REGIONAL COORDINATORS

1.   **Appointment**

   a.   Regional Coordinators are selected based on their experience and depth of knowledge which are considered beneficial to the mission of the Laurel VEC.

   b.   Regional Coordinators are appointed by the Chairman of the Laurel VEC.

     i.   Regional Coordinators must be an Amateur Extra class licensee.

     ii.   Regional Coordinators must be accredited by the Laurel VEC.

2.   **Responsibilities**

   a.   Regional Coordinators serve as representatives of the Laurel VEC Chairman.

   b.   Regional Coordinators assist the VEC Chairman by recruiting and managing teams of VEs within one or more VEC Regions assigned by the Chairman of the Laurel VEC.

   c.   Regional Coordinators coordinate directly with the VE teams and Team Leaders (TL) within their assigned VEC Regions.

d.  Additional Regional Coordinator responsibilities are described in Annex 1.

3.  **Limited Number / Span of Control**

a.  The LARC VEC may limit the number of teams.

b.  When a LARC VEC Regional Coordinator's span of control reaches the point where he or she manages as many teams as he/she wishes, that coordinator may decline to take on additional teams within his or her region(s).

c.  This decision should not be considered an insult to any prospective VE team and is not appealable.

4.  **Contact List**

A list of current Regional Coordinators and their contact information can be found on the Laurel VEC website: https://www.laurelvec.com/?pg=contact

## D. TEAMS

1.  **Leadership**

a.  Laurel VEC VE teams are groups of volunteer examiners who are accredited by the Laurel VEC.

b.  Laurel VEC VE teams must have both a Team Leader and at least one Deputy Team Leader, both of whom are Amateur Extra class licensees.

c.  For duties and responsibilities of Team Leaders and Deputy Team Leaders see TEAM LEADER below and ANNEX 2.

2.  **Duties**

a.  VE teams perform all activities related to amateur radio license exams at the direction of, and under the supervision of the Team Leader, and in accordance with the policies, procedures and instructions of the Laurel VEC and the applicable rules and regulations of the FCC.

b.  Laurel VEC VE teams are required to perform all activities related to amateur radio license exams in accordance with the applicable rules of the Federal Communications Commission and the policies, procedures and instructions of the Laurel VEC including, but not limited to, organizing, scheduling, coordinating, and conducting exam sessions.

3. **Requirements**

   a. Laurel VEC-affiliated VE teams are required, at a minimum to:

      i. Conduct three exam sessions per year.

      ii. Not charge a fee for administering exams or performing other amateur radio licensing services.

      iii. Assume responsibility for all costs related to conducting amateur radio license exam sessions.

   b. Laurel VEC VE teams are required to use VEC provided software programs, as authorized and appropriate.

4. **Sponsorship**

   Laurel VEC VE teams are typically sponsored by an amateur radio club.

5. **Accountability**

   Laurel VEC VE teams are accountable to their Regional Coordinator, the Laurel VEC, the FCC and to their sponsoring organization if applicable.

## E.   TEAM LEADER

1. **Definition**

   Team Leaders are Laurel VEC-accredited VEs who hold an Amateur Extra Class license and are appointed or elected by the organization that sponsors the Team, if appropriate.

2. **Requirements**

   a. The Team Leader is accredited as a VE by the Laurel VEC   [§97.513(a)]

   b. The Team Leader holds an Amateur Extra class license

   c. The Team Leader may serve concurrently as an administering VE at an exam session or may appoint a VE Session Manager (see F. VE Session Manager below)  [§97.513(a) & §97.513(c)]

3. **Nomination**

   Prospective Team Leaders who are not already accredited as a VE by the Laurel VEC, are nominated as a VE by their designated Regional Coordinator for their VEC Region using the VEC's VE Manager program.

4. **Reporting**

   The Team Leader is the point of contact between the team and the LARC-VEC Chairman, Regional Coordinator or FCC as appropriate.   [§97.513(b)]

5. **Duties/Responsibilities**

   a. The Team Leader conducts all transactions between the Team and the LARC-VEC Chairman, Regional Coordinator or alternate.   [§97.513(b)]

   b. The Team Leader acts as the VE Session Manager at an exam session or they can appoint a qualified VE Session Manager (see F below)

   c. Additional Team Leader responsibilities are described in ANNEX 2.

   d. The Team Leader selects a Deputy Team Leader, who must hold an Amateur Extra license.

6. **Sponsorship**

   An organization sponsoring a VE team may require the Team Leader of that VE team to be a member of their organization.

## F.   VE SESSION MANAGER

1. **Definition**

   The VE session manager is the person who is in charge of and manages a specific exam session.  This may be the Team Leader or another person designated by the Team Leader. [§97.513(a)]

2. **Duties and Responsibilities**

   For a list of the VE session manager duties and responsibilities see ANNEX 3.

## G. VOLUNTEER EXAMINERS

1. **Definition**

   a. Volunteer Examiners are team members who are accredited by the VEC to conduct exams.  [§97.509(b)(1)]

   b. They are also called:

      i. Administering VEs[1]  [§97.509   Administering VE requirements.]

      ii. Certifying VEs[2] [ §97.509(i)]

2. **Duties and responsibilities**

   For more information see Section IV. VOLUNTEER EXAMINERS.


## H. SUPPORT PERSONNEL

1. **Definition**

   Persons who are not eligible to be a VE (under the age of 18, Novice and Technician licensees) or who are eligible but not yet certified (General, Advanced or Amateur Extra) but help with the exam session in a very limited and closely supervised role.

2. **Eligibility**

   Support personnel are those who are not eligible to be a VE, such as:

   a. those under the age of 18; OR

   b. those not holding an Amateur Radio license, OR

   c. those holding a valid General or higher Amateur Radio license but not yet accredited by the VEC

3. **Ineligible**

   Anyone who is ineligible to serve as a VE for any reason besides failure to meet the age or license class requirements of 2. above is also ineligible to serve as support personnel.

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[1] Administering VEs are all those present at an examination session
[2] Certifying VEs are the Administering VEs who sign the 605 & CSCE's.

## I.    FINANCES

1.  The Laurel VEC does not charge a fee for its services.

2.  Laurel VEC VE teams may not charge a fee for administering exams or performing other amateur radio license related activities (e.g., License renewals, address changes, etc.).

3.  Laurel VEC VE teams or their sponsoring organization must assume responsibility for all costs related to conducting exam sessions. Typically, teams have a sponsor such as an amateur radio club who will cover the costs for the team.  In a few instances, the members of the VE Team share the operating expenses among themselves.

4.  Laurel VEs may not solicit donations for any reason from applicants attending an exam session coordinated by the Laurel VEC.

5.  Laurel VEC VEs receiving an unsolicited donation should turn it over to their sponsoring organization as soon as practical. If the team has no sponsoring organization, the team should contact their designated Regional Coordinator for instructions/guidance.


## J.    LAUREL VEC WEB SITE

1.  The Laurel VEC maintains a website that includes a "master exam schedule", individual team pages, and Team Leader resources.

2.  Consists of pages available to the public and pages that require a user ID and password.

3.  The VEC chairman and/or Regional Coordinators will authorize specific persons to be given a User ID and password to access the non-public pages.

4.  Provides teams access to VEC forms and software programs (downloadable and on-line).

5.  Allows teams to update their team's page which contains contact information and their exam schedule, including any registration requirements, date, times, and locations.

6.  Laurel VEC VE teams are required to maintain and keep their team page on the Laurel VEC website up-to-date including, but not limited to, the contact information and their exam schedule.   [See  VI. D. SCHEDULING]

7.  Allows Regional Coordinators to access and update a team's page of a team for which they are the designated Regional Coordinator, as required.

## K. COMMUNICATIONS & EMAIL GROUPS

1. The success of the Laurel VEC is dependent upon open communications between the VEC Chairman and Regional Coordinators and Team Leaders; between Regional Coordinators and Team Leaders; and between Team Leaders and members of their teams.

2. The Laurel VEC has created three Google Groups for sharing information.

3. Prospective group members must provide a direct e-mail address without an alias domain name such as "**arrl.net**". Google will not let enrollees with alias addresses post to the group.

4. **VEC Management Group**

   A discussion group whose membership includes the only the VEC Chairman, Regional Coordinators, the P&P technical writer, the webmaster and the web application developer.

5. **LARC VEC Notices Group**

   a. An information sharing group whose membership includes the VEC Chairman, the Regional Coordinators, Team Leaders and Deputy Team Leaders.

   b. **Regional Coordinators and Team Leaders are required to be enrolled**.

   c. New Team Leaders are added when a new team is added or a new Team Leader takes over an existing team.

   d. Enrollment is optional for Deputy Team Leaders.

   e. Only the VEC Chairman and Regional Coordinators can post information to this group and reply to posts. Information will generally be limited to subjects related to the FCC's rules and Laurel VEC policies as they relate to the Volunteer Examiner program.

   f. Responses or queries about a post on this group must be made directly to the sender.

6. **The Laurel VEC Google Group**

   a. The original information group whose membership is open to Regional Coordinators, Team Leaders and their deputies.

   b. Topics are limited to anything related to amateur radio licensing.

   c. Membership is optional.

   d. Team Leaders and Deputy Team Leaders may request to be added to this group by contacting Ray, K9DUR (k9dur@k9dur.info) or the VEC Chairman (dzimmerman2002@gmail.com).

   e. Members may remove themselves from this group or request removal by contacting Ray, K9DUR or the VEC Chairman.

# IV. VOLUNTEER EXAMINERS

## A. DISCRIMINATION

The Laurel VEC seeks a broad representation of amateur operators to be VEs and in doing so, does not discriminate in accrediting VEs based on race, gender, sexual orientation, age, religion or national origin; nor based on membership (or lack thereof) in an amateur service organization. [§97.525(b)]

## B. ADMINISTERING VEs

1. Any VE, including the Team Leader, who participates in the exam session is an administering VE.

2. Administering VEs are required to perform tasks assigned by the Team Leader or the Deputy Team Leader as required and are accountable to the Team Leader and the VEC Chairman for performing their assigned duties in accordance with the applicable rules and regulations of the FCC and the policies, procedures and instructions of the Laurel VEC.

3. Depending on the number of administering VEs available at an exam session, the administering VEs could perform every task associated with conducting an exam session or, if there are sufficient numbers of VEs available, the tasks could be divided among them.

## C. REQUIREMENTS

1. **Qualifications**

   The Laurel VEC accredits qualified licensed amateur radio operators who are nominated by the Team Leader of a VE team: [§97.509(b)(1)]   Qualifications to be accredited as a VE include the following:

   a. Must be at least 18 years of age. [§97.509(b)(2)]

   b. Must hold a General, Advanced, or Amateur Extra class license. [§97.509(b)(3)]

   c. Must not have had an amateur radio license suspended or revoked by the FCC. [§97.509(b)(4)]

   d. Must not have been disaccredited by any VEC. [§97.525(4)]

2. **Integrity**

   The Laurel VEC may refuse to accredit a licensee if the VEC determines that questions of the person's integrity or honesty could compromise the examinations. [§97.509(e)] [§97.525(4)]

3. **Membership**

   An otherwise qualified applicant does not have to be a member of any amateur radio organization (e.g., radio club, ARRL, etc.) to be accredited as a VE. [§97.525(b)]

4. **Nominating VEs**

   a. Laurel VEC VE Team Leaders and Regional Coordinators must use the Laurel VEC VE Manager Program to nominate qualified licensees as Volunteer Examiners.

   b. Team Leaders will use the VE Manager program to nominate prospective VEs for accreditation by the Laurel VEC, add previously accredited VEs to their team, and print a list of VEs associated with their team.

## D.   NEPOTISM

1. No VE may administer an examination to his or her spouse, children, grandchildren, stepchildren, parents, grandparents, stepparents, brothers, sisters, stepbrothers, stepsisters, aunts, uncles, nieces, nephews, and in-laws[3]. [§97.509(d)]

2. To avoid the appearance of any conflict of interest, favoritism because of relationship, companionship, inappropriate behavior, etc., any VE accredited by the Laurel VEC **may not participate in any capacity during an exam session** coordinated by the Laurel VEC in which any family member listed above or anyone who lives in the same household as the VE, is taking an amateur radio license exam.

3. It is permissible for the VE to attend the session, but he/she may not participate.

## E.   CLASSES

It is permissible for a person who teaches a licensing class to serve as a VE for students who attended the class.

## F.   REVOCATION

1. **Team Leader**

   a. The Team Leader is responsible for determining when VEs will be added to or removed from the Team.

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[3] §97.3(a)(27) defines in-law as: A parent, stepparent, sibling, or step-sibling of a licensee's spouse; the spouse of a licensee's sibling, step-sibling, child, or stepchild; or the spouse of a licensee's spouse's sibling or step-sibling.

b. Team Leaders shall update VE Manager when a VE has been removed from their team.

2. **Disqualification**

If a VE commits any action that would disqualify them from being a VE as listed in subsections D 1 or 2 above the Team Leader must immediately notify their Regional Coordinator and VEC Chair.

# V. VE TRAINING

PENDING

# VI.  COORDINATING EXAM SESSIONS

## A.  MINIMUM REQUIREMENT

Laurel VEC VE teams are required to conduct at least three exam sessions per year, unless specifically waived by the Regional Coordinator.

## B.  EXAM LOCATION

Laurel VEC VE teams are responsible for acquiring the use of a facility in which to conduct exam sessions.

## C.  HAMFEST & EVENTS

### 1.  Entrance Fee

a.  Laurel VEC-affiliated teams and VEs **may not** conduct exam sessions at any event (e.g., Hamfest, convention, gathering, etc.) if an applicant must pay an entrance fee to gain access to the area where the examination session is held.

b.  If asked to conduct an exam at an event that charges an entrance fee teams should make arrangements with the event organizers that those attending for the purpose of the exam only can enter without charge.  Such arrangements may include meeting the applicants at the door and escorting them in, or requiring preregistration and not allowing walk-ins.

### 2.  Parking Fee

Having to pay for parking at the venue is permissible.

## D.  SCHEDULING

### 1.  Deadline

Teams are required to list their upcoming annual exam schedule on their team page on the Laurel VEC website not later than 1 November each year or as soon as the Team is able to establish an exam schedule. Include dates, times and location(s).

### 2.  Modification

Teams may add, delete or modify their exam schedules at any time once their annual exam schedule has been  posted.

3.  **Limitations**

    a.  Laurel VEC VE teams may establish requirements and limitations for their exam sessions. All requirements and limitations must be posted on their team page on the Laurel VEC website.

        i.   Teams may limit the number of applicants who may participate in an exam session due to the size of the facility, time constraints on use of the facility, availability of VEs, or any combination thereof.
        ii.  In cases where the team chooses to limit the number of applicants, pre-registration should be a requirement.

4.  **Cancellation**

    Teams are required to notify their Regional Coordinator that they have cancelled a scheduled exam session as soon as possible after the decision is made to cancel the session.

5.  **No Shows**

    a.  Teams that had an exam session scheduled and no applicants showed up will notify their designated Regional Coordinator as soon as possible and forward by mail or email the following:

        i.   A VE Session Summary Sheet indicating there were zero applicants, zero exams were administered and zero administrative actions were taken.
        ii.  A list of VEs who showed up for the exam session.
        iii. *SessionManager* can be used to prepare the session summary and VE sign in sheets.

## E.  ADVERTISING EXAMS

1.  **General Public**

    a.  Laurel VEC VE teams are required to advertise their regularly scheduled exam sessions to the general public.

        i.   Laurel VEC VE teams are required to advertise their exam sessions with sufficient advance notice so that potential applicants can make plans to attend.
        ii.  Laurel VEC VE teams are required to list their exam schedule on their team page on the Laurel VEC website.

2. **Advertising**

   a. In addition to listing their exam schedule on the Laurel VEC website, teams are strongly encouraged to list their scheduled exam sessions on the ARRL website at: http://www.arrl.org/non-arrl-exam-session-form

   Other appropriate places to advertise exam sessions include, but are not limited to, the following:

   - Club website
   - Club newsletter
   - Club meetings
   - Local repeaters and nets
   - Local newspapers
   - Social media
   - Hamstudy.org

   b. There may be times when it is not possible or feasible for a team to advertise an exam session (e.g., short-notice requests, exams conducted in locations with restricted access, etc.) in multiple locations. In these situations, teams may omit advertising those sessions on the Laurel VEC website.

## F.  ON DEMAND EXAMS FOR MOBILITY LIMITED OR HANDICAPPED INDIVIDUALS

When teams conduct exams solely for the benefit of handicapped or otherwise mobility-limited individuals, the Team need not advertise that exam session.  See VII. ACCOMMODATIONS for additional information.

## G.  LIMITED OR RESTRICTED ACCESS FACILITIES

When teams hold exams in limited or restricted access facilities, the teams are not required to advertise these exam sessions.

# VII.  ACCOMMODATIONS

## A.  ACCOMMODATION

1. **Physical disability**

   Teams must accommodate an examinee whose physical disabilities require a special examination procedure.  [§97.509(k)]

2. **Reasonable Accommodation**

   Laurel VEC VE teams should provide reasonable accommodation to applicants with disabilities other than those in (1) above.

3. **Large Print Exam**

   Applicants may request a large print exam without proof of visual impairment.

4. **Exam Read**

   a.  An applicant may request that an exam be read to him or her.

      i.  Laurel VEC VE teams, based on the Team Leader's assessment of the qualifications of the VEs, will select three appropriately qualified VEs to participate in reading an exam to an applicant when requested.

      ii.  The participating VEs will take turns reading the exam questions and the four possible correct answers. This is required to preclude a VE from unintentionally inflecting their voice when reading the answer options and to not put the burden of reading the exam on a single VE.

      iii.  The applicant will identify the correct answer and mark the answer sheet if appropriate or one of the three VEs will mark the answer sheet in accordance with the applicant's choice of answer.  [see subsection 5 below]

5. **VEs Marking Answer Sheet**

   a. The VEs will take turns marking the answer sheet in accordance with the applicant's choice of answer.

   b. If the three VEs mark the answer sheet on behalf of the applicant, each VE will indicate by their signature that they have administered the exam and recorded the applicant's answers honestly and in full compliance with the applicable FCC rules and the policies, procedures and instructions of the Laurel VEC.

6. **Fill-in-the-Blank Exams**

   a. An applicant can request a fill-in-the-blank exam.

      i. As teams do not normally stock fill-in-the-blank exams an applicant making this request must do so in advance.

      ii. See the Exam Generator manual for instructions on creating a fill-in-the-blank exam.

   b. This can be incorporated with the exam being read as in subsection 4 above.

# VIII.  FELONY CONVICTIONS

## A.  FCC NOTICE DA-17-741

On August 7, 2017 the FCC issued notice <u>DA 17-741</u> advising that effective September 7th, 2017 the Form 605 will be revised to include a felony conviction question.

## B.  REQUIREMENT TO ANSWER

Applicants are required to answer the question when:

1.  Filing an application for a new license,

2.  An application for an upgrade to an existing license or,

3.  An application to change a call sign.

## C.  'YES' ANSWERS

1.  If an applicant answers 'yes' to the felony question they are to be given a copy of the "Instructions for Filing a Felony Conviction Explanation."

2.  Advise the applicant they have 14 days to send an explanation to the FCC.

3.  The applicant must be allowed to take any exam as per any other applicant.

4.  Members of the VE team do not need to be told that an applicant has a felony conviction, beyond those who will see the Form 605 in the normal process of testing and certifying, as with any other applicant.

5   a.   When the FCC processes the upload file for an applicant who answered 'Yes' to the felony question (regardless of whether the file was prepared by the Team Leader using *SessionManage*r or by the Regional Coordinator). The FCC will offline that application for manual review.

    b.   The "error code" will be 2 on the response file.

    c.   The response file will contain the file number, which is the first data field after the RA.

    d.   The Team Leader needs to give that file number to the applicant.

    e.   The applicant needs to reference that file number when they submit their explanation statement to the FCC.

# IX. GENERATING EXAMS

## A. EXAM GENERATOR

1. Team Leaders will use the Laurel VEC on-line tool called "Exam Generator" to create license exams.  [§97.507(a)  & §97.507(c)]

   a. As Team Leaders and Deputy Team Leaders are required to hold Amateur Extra class licenses §97.507(a) is met and (a)(1) & (2) are not applicable.

2. Exam Generator contains the latest question pool.  [§97.507(b)  & §97.523]

3. Teams should keep sufficient quantities of each exam on hand.

4. See Exam Generator Instructional Guide for details on using Exam Generator.

5. Teams may obtain exams through another approved vendor if they are part of an integrated grading system that has been approved by the Chair.

## B. FILL IN THE BLANK EXAMS

1. Teams are permitted to create "fill in the blank" exams to accommodate an applicant with a disability.

2. They must use questions from the question pool but instead of providing four choices let the applicant write in the correct answer.

## C. EXAMS FOR CLASSES

Teams may not create exams to meet the specifications of a person who is conducting a licensing class.

# X.   ADMINISTERING AN EXAM

## A.   WORK FLOW

1. Laurel VEC VE teams are required to develop an efficient and effective workflow for their exam sessions.

2. The work flow must ensure:

   a. compliance with the rules of the FCC, the policies, procedures and instructions of the Laurel VEC.

   b. that all exam session related paperwork (e.g., Forms, applications, etc.) are 100% complete and accurate.

3. The work flow must address each phase of the exam session.

   a. Registration.

   b. Instructions to applicants.

   c. Exam administration.

   d. Grading.

   e. Notification of results.

   f. Paperwork preparation as applicable.

   g. Paperwork review and signing as applicable.

   h. Certificate presentation as applicable.

## B.   REGISTRATION

1. **Preregistration**

   a. Teams may require applicants to pre-register for an exam session or they may accept walk-in applicants or both.

      i. If a team uses a computer-based grading that requires a PIN or other pre-registration, they must indicate this to applicants and have the necessary process/computer etc. in place to accommodate walk-in's.

   b. If teams choose to require pre-registration, the team must advertise that pre-registration is required and provide information on how to pre-register (e.g., via e-mail, phone, an on-line process, etc.).

2. **Limiting Numbers**

   a. Teams may limit the number of applicants for an exam session based on the number of available VEs, time constraints and facility limitations.

   b. If teams choose to limit the number of applicants they must require preregistration, rather than have to turn walk-ins away at the door.  [§97.509(a)]

3. **Exam for class**

   If a Laurel VEC coordinated exam session is scheduled to be conducted after a licensing class for which the students paid a fee, the exam session **may not** be limited to only the people who paid for the licensing class,  unless there are space or number of available VE limitations as above, or if the facility has limited or restricted access limitations as in VI.G above.  [§97.509(a)]

4. **Applicant Instructions**

   a. Teams are required to publicize on their team page, at a minimum, the requirement for applicants to bring a government issued photo ID, a copy of their license (if applicable), and the original and copies of any element credits if the element credit(s) are not in the FCC ULS.

   b. If teams do pre-registration they should send a reminder to the applicants of what to bring.

## C.    REQUIRED INFORMATION

Laurel VEC VE Teams are required to collect the following information from each applicant desiring to take an exam, requesting an administrative update to their license or requesting a "paperwork upgrade" provides the following required information:  see §1.5   Mailing address furnished by licensee

   (a) Each licensee shall furnish the Commission with an address to be used by the Commission in serving documents or directing correspondence to that licensee. Unless any licensee advises the Commission to the contrary, the address contained in the licensee's most recent application will be used by the Commission for this purpose.

   (b) The licensee is responsible for making any arrangements which may be necessary in his particular circumstances to assure that Commission documents or correspondence delivered to this address will promptly reach him or some person authorized by him to act in his behalf.

§97.23   Mailing address.  §97.17   Application for new license grant.  [§97.21(a)(1)(2)]

1. **Name**

   a. Applicant must provide their correct name. [§97.23]

      i. If using *SessionManager* for an applicant who already has a valid call sign the program will supply the applicants' information, including name, from the FCC ULS. This prevents errors where the applicant does not provide their name exactly as it is in the ULS, which would cause the application to be rejected.  For additional information see the *SessionManager* manual.

2. **Mononymous Person**

   a. If an applicant provides a name with numerals (e.g., "Lucky1301") or punctuation other than a hyphen or dash (e.g., ", Human") neither *SessionManager* or the FCC's EBF Batch Filing System will accept the application for uploading

      **i.** If the monium applicant has registered in CORES for a FRN, the FRN will be associated with a name that can't be processed by EBF.  The applicant must change his or her name in CORES to one without numbers, only spaces or punctuation before the VEC can upload the new or changed license.  **This is a FCC requirement, not a VEC requirement.**

      ii. If the applicant doesn't have a FRN, explain to the applicant that the FCC can't process a license grant when the name fields on the upload contain numbers, punctuation or only spaces.  The applicant must provide a name that the VEC can submit to the FCC via EBF.  The applicant will be able to change the name in CORES once the license has been granted.

      iii. Teams can test monymous applicants with FRN registered to a name that EBF can't process, providing that the Team:

         (a)  Create a separate *SessionManager* file for the monymous applicant (if the Team uses *SessionManager*), and

         (b) Create LARC-VEC Form 605 and CSCE forms, including both VE and applicant signatures, after the name has been changed to one that EBF can handle and before the upload is done.

iv. Most applicants have names that satisfy EBF filing requirements. A Team will rarely if ever encounter an applicant who is mononymous. Should a Team serve a mononymous applicant, The Team Leader should contact the Regional Coordinator for guidance.

b. If a team conducts preregistration the applicant must be advised of name requirements prior to attending the exam session.

c. Team Leaders should contact their Regional Coordinator for additional guidance.

3. **SSN / FRN**

a. The FCC requires that all applicants for a FCC license to have a FCC Registration Number (FRN). [Title 47 CFR Chapter I, subpart W, §1.8002]

b. Applicants who have FRN must provide the FRN to the Team so that the Team can use that FRN on the FCC upload. The FCC will reject applications from applicants who have FRN but have applications submitted with SSN. Applicants who do not have FRN and whose applications are submitted with SSN will be assigned a FRN by the FCC during processing.

c. Teams may require new applicants to have a FRN.

   i. Teams should advertise the requirement and provide information to applicants in advance on how to obtain one.

   ii. Teams should have provisions to allow a walk in or other applicants to obtain a FRN, such as having internet access available.

   iii. Teams may allow an applicant to use a SSN in instances where it is not possible to obtain a FRN at the exam session (such as if CORES is down).

d. If using *SessionManager* the application will supply the applicant's information, including FRN, when their valid call sign is entered.

4. **Call Sign**

a. If the applicant has a valid Amateur Radio call sign it must be included in the application.

b. If using *SessionManager* the application will supply the applicant's information, including FRN, when their valid call sign is entered.

5. **Mailing Address**

Applicants must provide a valid mailing address. [§1.5 & §97.23]

6. **Optional Information**

    a. Daytime phone number

        i.  This also allows the team to contact the applicant if they leave prior to signing the 605 & CSCE.

    b. Email address

        i.  This allow the FCC to notify applicants and provide a link to download and print their license.

7. **License Upgrades**

    a. Laurel VEC VE Teams are required to confirm an applicant's license class and call sign.  If using *SessionManager* at the session this is done automatically.  If they are not using SM at the session, but are using it after the session to prepare the upload file, they will still have to fill out the CSCE & 605 as no license or upgrade was earned.

    b. If the VEs are unable to confirm the applicant's license class and call sign, the applicant will be allowed to take any element exam(s) he desires.  The team must inform the applicant of the following:

        i.  If the applicant passes an exam, the LARC-VEC Form 605 and CSCE will be marked to indicate the applicant passed the appropriate exam element(s) but is not qualified for a higher class of license because the current class of license could not be confirmed.

        ii.  The applicant will have to return to another exam session, complete an application and other forms as required, produce his photo ID, his original license or an "Official Copy" or a "Reference Copy" from the FCC's ULS website and the original and a copy of his CSCE showing the element exam(s) passed.

        iii.  Alternately, the applicant can contact the Team Leader shortly after the exam session to provide proof of current license class.

        iv.  The procedures and requirements may vary slightly between VECs and if the applicant goes to an exam session not coordinated by the Laurel VEC they may have to pay a fee.

    c. If the applicant presents a license or if the VEs have the capability to check the applicant's license on-line and there are differences between the information on the license and the application (e.g., Name, mailing address, etc.), seek immediate clarification and make corrections as  required.

## D.   APPLICANT IDENTIFICATION

**1.** Laurel VEC VE Teams must confirm the identity of each applicant before he/she can take an exam or request an administrative update to their license. **No applicant will be allowed to take an exam until their identity has been confirmed.** [§97.17   Application for new license grant.]

    a.   The purpose of confirming an applicant's identification is twofold:

        i.   Ensure that the person appearing before him/her is the same person who has completed and signed the LARC-VEC Form 605.

        ii.   Avoid situations in which someone hijacks the license of an amateur who has the same name as the prospective license "hijacker".

2.   Only one form of ID is required. Examples of acceptable forms of ID include but are not limited to the following:

    a.   A government-issued photo ID (e.g., Driver's license, Passport, Military ID, etc.)

        i.   Compare the photo on the identification document to the applicant to ensure it is the same person.

    b.   Non-government issued photo ID (e.g., Student ID, etc.).

    c.   Non-photo ID (e.g., School ID, library card, report card, etc.)

3.   The Team Leader may devise procedures to confirm the identity of youth who do not possess any form of identification.

4.   Each time an applicant leaves the sight of the confirming VEs (such as when an applicant moves from the registration room of the facility to the test room), a VE must confirm the applicant's identity. Teams do not have to re-identify an applicant if testing is administered in the same room as registration and the applicant's ID was checked during Registration.

5.   All forms of identification must be returned to the applicant at the end of the Registration process.

## E. ADMINISTRATIVE UPDATES

1. **Name Change**

   a. The applicant must check the applicable box on the LARC-VEC Form 605.

      i. If using *SessionManager*, the name change box on the data entry screen must be checked in order for the upload file to allow the applicant's name to be changed on their license.

      ii. If the change was made during pre-registration and the data imported the applicant must have answered 'TRUE' to the name change question.

      iii. See *SessionManager* manual and the document "How to use Google Docs for Pre-Registration"

   b. The applicant must provide documentation confirming name change that is requested. Acceptable proof of a name change includes one of the following.

      i. Documents showing both the old and new name

      ii. A document showing the old name and a photo ID showing the new name

      iii. Marriage, Divorce and Adoption certificates or decrees

      iv. Other documents may be used.

   c. The applicant must sign the LARC-VEC Form 605 for a name change even if no element credit or license is earned.


2. **Address Change**

   a. The applicant must check the applicable box on the LARC-VEC Form 605.

      i. If using *SessionManager*, the address change box on the data entry screen must be checked in order for the upload file to allow the applicant's address to be changed on his/her license.

      ii. If the change was made during pre-registration and the data imported, the applicant must have answered 'TRUE' to the address change question.

      iii. See *SessionManager* manual and the document "How to use Google Docs for Pre-Registration"

   b. The applicant must provide documentation confirming address change that is requested.

   c. The applicant must sign the LARC-VEC Form 605 for an address change even if no element credit or license is earned.

3. **Systematic Call Sign Change**

   a. The applicant must check the applicable box and initial the form on line below on the LARC-VEC Form 605.

   b. As a good practice, confirm with the applicant that this is really what they want. Many applicants do not realize that certain call sign configurations are no longer available except through the vanity license program.

   c. Laurel VEC VE Teams will take no action on this request until and unless it is initialed by the applicant.

## F.  EXAMINATIONS

1. Laurel VEC VE Teams are required to administer exams per the request of each applicant.

2. Applicants may take any exam in any order, at their discretion.

3. Applicants do not have to pass one exam before starting another.

4. Applicants may take a break between exams.

5. See Exam Generator documentation for instructions on generating and printing exams.

## G.  INSTRUCTIONS TO APPLICANTS

1. **Instructions**

   Laurel VEC VE Teams are required to provide instructions to the applicants prior to administering exams, to include but not limited to the following:

   a. Applicants must follow the instructions of the VEs. Failure to comply will result in the offending applicant having their exam terminated without further action.  [§97.509(c) & §97.511  Examinee conduct.t]

   b. Applicants may not have in their possession any electronic devices while taking an exam, with the exception of c. below.

i. Applicants must turn off their electronic devices and they may not be visible to the applicant during the exam. Failure to comply will disqualify the applicant from further participation in the examination session.

ii. Cell phones may not be used as calculators and must be turned off while exams are being administered.

iii. Smart watches and Google Glass/Glasses may not be brought to the examination area (e.g., the tables, stations, etc., where the applicant will sit to take the exam).

c. Applicants who bring calculators must have them checked by a VE to ensure nothing is stored in the memory.

d. The Team members must inform applicants how they are to mark the answer sheet.

e. Applicants must write their name on any scratch/note paper used. This is not necessary if they use the back of the answer sheet.

f. If any applicant leaves the examination area for any reason (e.g. bathroom break, smoke break, etc.) before completing their exam, the applicant's exam will be immediately graded and the applicant will be informed of the result.

g. Team members must inform applicants about the team's retest policy.

h. Other instructions, requirements and prohibitions as the team may decide are appropriate.

2. **Required to Comply**

a. Each examinee must comply with the instructions given by the administering VEs. [§97.511]

b. The administering VEs must immediately terminate the examination upon failure of the examinee to comply with their instructions. [§97.509(c)]

## H.   MONITORING THE EXAMINATION

1. **Observing Applicants During Exam**

a. Laurel VEC VE Teams are required to ensure a minimum of three appropriately qualified VEs administer the exams and they must constantly observe the applicants while they take their exam.

b. The Laurel VEC does not permit remote monitoring of an exam session. Therefore, the administering VEs must be present in the room where and while applicants are taking exams and they must observe them at all times while they are taking exams. [see also

subsection 4 below]

    c.   The administering VEs may not read books, magazines, newspapers, use electronic devices such as a cell phone, tablet or any other device. The administering VEs may not engage in conversation with anyone including applicants or other VEs unless it is in the performance of their duties.

2. **Staffing**

    a.   Teams will staff the session with as many VEs as needed to smoothly administer the exams.

    b.   Generally, after the three required VE's, one administering VE per four applicants is recommended, but the specific ratio will vary. More experienced Teams can conduct an exam session with a lower VE per applicant ratio.

3. **Qualifications of Monitoring VEs**

The chart below identifies the qualification of VEs to administer (monitor) exams. [§97.509(b)]

    a.   If applicants are only taking element 2 exams they can be monitored by VEs with a General, Advanced or Amateur Extra license.

         If there are applicants taking element 3 exams they must be monitored by VEs with an Advanced or Amateur Extra class license.

    b.   If there are applicants taking element 4 exams there must be three (3) Amateur Extra VEs observing the applicants.

| Element 2 Exams | Element 3 Exams | Element 4 Exams |
|---|---|---|
| General, Advanced, and Amateur Extra | Advanced and Amateur Extra | Amateur Extra |

## I. RETESTING

1. **Team Policy**

   VE Teams are required to create a policy regarding re-testing of applicants who fail an exam element.  This could include:

   a.  No retesting allowed

      i.  Teams are not required to offer an applicant who fails an element exam the opportunity to retest that element.

   b.  Retesting is allowed

      i.  If a team chooses to offer applicants the opportunity to retest a failed exam element they may establish a standard for retesting such as a maximum number of failed questions (e.g., 10-12 failed questions on the Element 2 and 3 exams; 14-17 failed questions on the element 4 exams, etc.)  and a maximum number of attempts.

      ii.  If a team offers applicants the opportunity to retest a failed exam element, they may not administer the same exam or question set to the applicant during the same exam session or a subsequent session on the same day.    [§97.509(f)]

## J. GRADING EXAMS

1. **Paper Grading**

   a.  Teams are required to ensure each exam is graded by three qualified VEs, as indicated in the table below, as soon as possible after the applicant completes the exam.  [§97.509(h)]

|  | Element 2 Exam | Element 3 Exam | Element 4 Exam |
|---|---|---|---|
| Which VEs can Grade which exam? | General, Advanced, and Amateur Extra | Advanced and Amateur Extra | Amateur Extra |

i. Each VE will grade each exam separately from the other grading VEs.

ii. If an applicant marks an answer sheet with two possible correct answers for a single question, the grading VEs will mark that question as failed even if one of the two marked answers is correct.

iii. VEs who grade exams will mark the answer sheet in a manner that clearly identifies the correct answer for each incorrectly answered question.

iv. The use of colored pens or markers (e.g., red, blue, green, etc.) to mark answer sheets is preferred.

v. If there are differences between the grading results of the three grading VEs they must be resolved before the grading of the applicant's exam is completed.

2. **Computer grading**

a. If an approved computer grading system if used, where answer sheets are scanned or photographed and graded by a software program, then the exam only needs to be scanned by a single VE and section 1 above does not apply.

b. Any computer grading program must produce a printed copy of the grading showing the correct and incorrect answers.  This must be included with the applicants 605 and answer sheet.

3. **Additional Exams**

An exam does not need to be graded prior to the applicant starting another exam.

## K.   NOTIFICATION OF RESULTS

1. Laurel VEC VE Teams are required to promptly notify each applicant of their results of each exam taken as soon as possible after grading is complete.  [§97.509(h)]

a. Notification is normally performed by the Team Leader or VE Session Manager.

2. VEs should not interrupt an applicant while they are taking an exam to inform them of the result of a previous exam.

3. Let the applicant retest according to the Team's retest policy, if applicable.   [see subsection J. RETESTING above]

4. If the applicant did not pass any element exam and the team does not offer retesting and the applicant did not request any administrative actions, return all paperwork to the applicant as applicable.

5. Teams may share the results of the exam with the applicant including which questions were failed and explaining why the applicant's selected answer was incorrect if they have sufficient VEs to do so.

   a. Such discussions will not be conducted during the exam session if it requires VEs to be absent from their primary duties.

## L.   ERRORS

1. Teams are required to initiate efforts to correct errors that occurred during their exam sessions.

2. These efforts may require the Team Leader to contact the applicant and seek clarification about an issue, acquire the applicant's signature, resubmit an application, withdraw an application, etc.

3. Corrective actions should result in the least inconvenience to the applicant and at no cost to the applicant. If paperwork must be mailed to an applicant, the team must include a self-addressed stamped envelope for the applicant to use to return the paperwork. Depending on the circumstances, the address could be the Team Leader's or the Regional Coordinator's.

4. The Team Leader must consult with their Regional Coordinator for advice and guidance as required.

# XI. ELEMENT CREDIT

## A. PRIOR ELEMENT CREDIT

### 1. Proof of Credit

Applicants claiming credit for an exam element must provide the original and copies of all documentation supporting a claim of exam element credit including and limited to the following.

a. A CSCE that was issued 365 days or less prior to the date of the current exam session. [see subsection 3 below]

b. An expired Technician class license granted prior to 21 Mar 1987 for Element 3 credit.

c. An expired General class license for Element 3 credit.

d. An expired Advanced class license for Element 3 credit.

e. An expired Amateur Extra class license for Element 3 and/or Element 4 credit.

f. A letter from the FCC indicating the applicant was previously granted a specific class of license and when the license was granted.

g. A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicant's name, call sign, and class of license.

h. A copy of the cover and applicable page from the applicable Call Sign book available from the following website: https://archive.org/search.php?query=subject%3A%22callbook%22&sort=date&page=2

i. Copy of applicable page from historical license from QRZ database.

### 2. Copy of Credit

a. Each team must retain a copy of claimed element credit (and return the original to the applicant) and forward it with the applicant's paperwork and the rest of the exam session paperwork.

b. Teams must return the copy of claimed element credit to the applicant if an upgrade did not occur because of a failed exam (e.g., an unlicensed applicant with credit for Element 3 fails the Element 2 exam).

3. **CSCE from another VEC**

    a. Laurel VEC VE Teams are required to accept a CSCE from another VEC as proof of element credit.

    b. When the Team prepares the SessionManager file, the person creating the file will check the CSCE box in the Results area of the form, and enter the CSCE date.

# XII. ISSUING EXAM CREDIT & SESSION COMPLETION

## A. LARC-VEC FORM 605

1. If an applicant passes an element exam and/or presents element credit that will result in a new license or upgrade, mark the form in Part 2 to indicate the new class of license.

| SECTION 2 - TO BE COMPLETED BY ALL ADMINISTERING VEs | | | | |
|---|---|---|---|---|
| Applicant is qualified for operator license class: | | | DATE OF EXAMINATION SESSION | |
| ☐ NO NEW LICENSE OR UPGRADE WAS EARNED | | | EXAMINATION SESSION LOCATION | |
| ☐ TECHNICIAN | Element 2 | | VEC ORGANIZATION **Laurel VEC** | |
| ☐ GENERAL | Elements 2 and 3 | | | |
| ☐ AMATEUR EXTRA | Elements 2, 3 and 4 | | VEC RECEIPT DATE | |

**I CERTIFY THAT I HAVE COMPLIED WITH THE ADMINISTERING VE REQUIREMENTS IN PART 97 OF THE COMMISSION'S RULES AND WITH THE INSTRUCTIONS PROVIDED BY THE COORDINATING VEC AND THE FCC.**

| 1st VE NAME (Print First, MI, Last, Suffix) | CALL SIGN | SIGNATURE (Must match name) | DATE SIGNED |
|---|---|---|---|
| 2nd VE NAME (Print First, MI, Last, Suffix) | CALL SIGN | SIGNATURE (Must match name) | DATE SIGNED |
| 3rd VE NAME (Print First, MI, Last, Suffix) | CALL SIGN | SIGNATURE (Must match name) | DATE SIGNED |

DO NOT SEND THIS FORM TO FCC - THIS IS NOT AN FCC FORM.
IF THIS FORM IS SENT TO FCC, FCC WILL RETURN IT TO YOU WITHOUT ACTION.

LARC-VEC Form 605 - August 2017
FOR VE/VEC USE ONLY

2. If an applicant passes an element exam that does not result in a new license or an upgrade mark the form in Part 2 to indicate "No new license or upgrade was earned".

3. If the LARC-VEC Form 605 is for an administrative update only no VE signatures are required but the applicant must sign the Form 605.

4. Mistakes made in Part 2 of the LARC-VEC Form 605 **may** be corrected using "White Out", "pen and ink" corrections, etc. or the LARC-VEC Form 605 may be regenerated.

## B. CSCE

1. Only a single page CSCE, which will be presented to the applicant, is required for an applicant who passes one or more element exams, and/or who earns a license or an upgrade to an existing license, if appropriate. [§97.509(l)]

2. If an applicant passes an element exam the CSCE must be marked to indicate which element exam(s) the applicant passed and indicate which license the applicant is eligible to receive. Any exam elements not passed must be crossed out. [§97.509(l)]

**CERTIFICATE OF SUCCESSFUL COMPLETION OF EXAMINATION**
Laurel Amateur Radio Club Volunteer Examiner Coordinator
Laurel Amateur Radio Club, Inc., P.O. Box 0146, Laurel, Maryland 20725-0146

Date: _____ VE Team Name: _____ Test site: _____

| **The Applicant Named Below Has Passed The Indicated Elements:** | **The Applicant Is Eligible To Receive The Indicated Class License:** |
|---|---|
| Technician    General    Extra    None<br>2              3          4 | Technician    General    Extra    None |

3. Mistakes made in the CSCE require the CSCE to be destroyed and a new CSCE prepared. The use of "White Out", "Correction tape", "pen and ink changes" on a CSCE **are prohibited**.

4. Teams may use support personnel, who are appropriately trained, to prepare the LARC-VEC Form 605 and a single page CSCE for signing and enter the session and applicant results into the *SessionManager* application.

5. Teams are required to ensure that three appropriately qualified VEs ("Certifying VEs") certify that the examinee is qualified for a license grant and that the participating VEs have complied with the administering VE requirements. [§97.509(i)]

6. The applicant's CSCE must be signed by the applicant and the same three Certifying VEs who signed the applicant's LARC-VEC Form 605, preferably in the same order.

## C.   CERTIFYING VEs

1. **Qualification**

   The chart below indicates the qualifications of the Certifying VEs. [§97.509(b)(3)]

|  | Applicant qualified for Technician by Element 2 Exam | Applicant qualified for General by Element 3 Exam or Element 3 Credit | Applicant qualified for Amateur Extra by Element 4 Exam or Element 4 Credit |
|---|---|---|---|
| Which VEs who can sign the LARC-VEC Form 605 & CSCE | General, Advanced, and Amateur Extra | Advanced and Amateur Extra | Amateur Extra |

2. **Separate Inspection of Paperwork**

   Each Certifying VE must separately inspect each applicant's paperwork to ensure it is 100% complete and 100% accurate BEFORE signing the -LARC-VEC Form 605 and CSCE.

3. **Delegation**

   The Certifying VEs may delegate to other qualified administering VEs their authority, but not their accountability, to perform other tasks to include but not limited to the following: [§97.509(i)]

   a.   Registering applicants.

   b.   Administering exams.

   c.   Grading exams.

   d.   Preparing appropriate forms to be signed by the Certifying VEs.

4. **Signature**

   a.   The three certifying VEs certify, by their signatures on appropriate forms, that an applicant is qualified for a license grant or has earned an element credit by exam and the administering VEs have complied with the VE requirements described in the applicable FCC rules and regulations and the policies, procedures and instructions of the Laurel VEC.   [§97.509(i)]

   b.   The same three VEs who sign the LARC-VEC Form 605 must also sign the CSCE, preferably in the same order.

## D. INSTRUCTIONS TO APPLICANT

Laurel VEC VE Teams are required to inform the applicant upon presenting a CSCE, the following:

1. **CSCE Validity**

   Any element credit indicated on the CSCE is valid for 365 days from the date it was issued. [§97.505(b)]

2. **New License Grants**

   a. New licensees must wait until their license is granted in the FCC ULS database before he/she can begin using their new license privileges.

   b. A general idea of when they might expect to get their new license grant.

3. **Upgrades**

   If already licensed, successful applicants may immediately begin using their new license privileges, but must add the following identifier as appropriate until the applicant's upgrade is in the FCC's ULS data base:

   a. Upgraded from Novice **to Technician class**:

      i. When operating on Phone and using their new Technician privileges, append their call sign with the phrase; "*Temporary* [or interim] *KT* [or Kilo Tango]".

      ii. When operating digital or CW and using their new Technician class privileges, add "/KT" following your call sign.

   b. Upgraded **to General**:

      i. When operating on Phone and using their new General class privileges append their call sign with the phrase "*Temporary* [or interim] *AG* [or Alpha Golf]".

      ii. When operating digital or CW and using their new General class privileges, add "/AG" following your call sign.

   c. Upgraded **to Amateur Extra** class:.

      i. When operating on Phone and using their new Amateur Extra class privileges, append their call sign with the phrase "*Temporary* [or interim] *AE* [or Alpha Echo]".

      ii. When operating digital or CW and using their new Amateur Extra class privileges, add "/AE" following your call sign.

## E. END OF SESSION – STANDARD PROCESS

The Team Leader, or the VE session manager, is required to do one of the following at the conclusion of the exam session. Additionally, if any applicant had a previous application pending coming into the session, that will need to be addressed as in section F below.

1. *SessionManager* **Users**

   a. Go through each and every applicant's paperwork to verify completeness and accuracy.

   b. Collate and staple each applicant's paperwork, and prepare the session packet, in accordance with How To Guide: ***Prepare Exam Session Paperwork for Mailing***.

   c. Print out completed Registration Log / Applicant Roster and ensure that each applicant is accurately represented.

   d. Verify that the VE Sign-In Sheet is properly signed by all participating VEs (and Support Personnel if any).

   e. Generate the Session Report.

   f. Create the upload file and send it to the Regional Coordinator via email.

   g. Return facility to the same or better condition as you found it.

   h. Mail the session paperwork packet to the Regional Coordinator via USPS with tracking (Priority Mail suggested).

      i. Failure to timely submit paper session packages to the Regional Coordinator will result in the LARC VEC declining to coordinate exam sessions held by the team.

2. **Non** *SessionManager* **Users**

   a. Go through each and every applicant's paperwork to verify completeness and accuracy.

   b. Collate and staple each applicant's paperwork, and prepare the session packet, in accordance with How To Guide: ***Prepare Exam Session Paperwork for Mailing***.

   c. Verify the completed Registration Log / Applicant Roster to ensure that each applicant is accurately represented.

   d. Verify that the VE Sign-In Sheet is properly filled out and signed by all participating VEs (and Support Personnel if any).

   e. Generate the Session Report.

   f. Return facility to the same or better condition as you found it.

g. Mail the session paperwork packet to the Regional Coordinator via USPS with tracking (Priority Mail suggested).

    i. Failure to timely submit paper session packages to the Regional Coordinator will result in the LARC VEC declining to coordinate exam sessions held by the team and may result in dis-accreditation of the Team Leader and/or other Team members.

3. **Regional Coordinators**

Regional Coordinators are required to do the following:

a. Receive the encrypted upload file from the team, and prepare it for uploading to the FCC.

b. Upload the file to the FCC within the next two business days.

c. After the FCC has processed the upload, retrieve the response file, review it, and send it to the respective team.

d. Receive the session paperwork from the team, review it for errors or omissions, etc., and forward to the Laurel VEC at least monthly.

e. Provide feedback to the team about the session paperwork, whether all is well or corrections are needed.

## F.   END OF SESSION WITH PREVIOUS APPLICATION PENDING APPLICANTS

On rare occasions, teams will experience an applicant at the session with a pending application to the FCC. With the normally rapid submission of applications by the Laurel VEC, a problem can result if this subsequent application arrives before the original. Therefore, in addition to the standard End of Session process described in Section E, the Team Leader, or the VE session manager, will need to do one of the following:

1. *SessionManager* **Users**

a. Refer to "Preparing an Upload File for a Pending Application" document on the Laurel VEC web site on the Team Leader Admin page and attached in the help section of the *SessionManager* annex and also attached in the appendix of this document.

b. Prepare a separate session results file for each successful applicant with a previous application pending uploading to the FCC.

c. Forward the file(s) via e-mail to their Regional Coordinator explaining that the file should not be uploaded until the FCC has accepted the previous application.

d. Organize the LARC-VEC Form 605s and other session paperwork in accordance with the document "Preparing Exam Paperwork" located on the Laurel VEC web site on the Team Leader Admin page, attached in the help section of the *SessionManager*.

2. **Non *SessionManager* Users**

a. Attach a note on each successful applicant with a previous application pending to the FCC, explaining that the file should not be uploaded until the FCC has accepted the previous application.

b. Send an e-mail to their Regional Coordinator explaining that you have one or more applications that should not be uploaded because of a previous application having not yet been accepted by the FCC.

3. **Regional Coordinators**

Regional Coordinators are required to do the following:

a. Set aside the "on hold" *SessionManager* generated files so they cannot be accidentally uploaded or,

b. Locate the specific application(s) in the exam session package and set them aside to be uploaded later.

c. Periodically query the ULS Data base to determine the status of the applicant's application (e.g., new license or upgrade granted) using the applicant's name, call sign or FRN, as appropriate.

d. If there are no results in the ULS data base 15 days following the date of the other VEC's exam session, he/she will coordinate with the Laurel VEC to resolve the issue with the other VEC. Regional Coordinators are authorized to contact the appropriate VEC and query the status of the pending application.

e. If the Regional Coordinator sees no results in the ULS data base 7 days following the date of a Laurel VEC coordinated exam session, he/she will contact the applicable Team Leader and Regional Coordinator, if applicable, and reach an agreeable solution for uploading the previous and current exam session results for the applicant in the timeliest manner.

f. Once it is confirmed that the other VEC has uploaded the applicant's previous application for a new license or upgrade of an existing license, the Regional Coordinator will submit the application from the Laurel VEC coordinated exam session using the *SessionManager* software.

g. Once the delayed application has been processed by the FCC, the Regional Coordinator will notify the applicable Team Leader and forward the applicant's paperwork to the

Laurel VEC Chairman separately or with the rest of the applicable session package as appropriate.

h. An application may be pending as a result of Felony Question review by the FCC. In these cases, the Regional Coordinator will prepare an upload file to amend the pending file to update the license class earned by the applicant.

# XIII.  POST EXAM ACTIVITIES

Laurel VEC VE Teams will conduct the following activities after the exam session.

## A.  FACILITIES

1. Return the facilities to a state of cleanliness; return furniture to original locations.

2. Gather and secure all exam session related paperwork and materials.

3. Lock/secure the facility as required.

## B.  *SESSIONMANAGER* FILE

Teams are required to e-mail the resulting encrypted file to the applicable Regional Coordinator within 48 hours of the exam session unless directed otherwise by the applicable Regional Coordinator.  **Note:** Normally the Team Leader performs this duty.

## C.  PAPERWORK

1. Review, organize and collate exam session paperwork. **Note:** The following is normally performed by the Team Leader.

2. Review all applicant paperwork for completeness, accuracy and legibility and make corrections as authorized or required and reacquire signatures as appropriate and required.

3. Refer to the document "Preparing Exam Session Paperwork Mailing to the Regional Coordinator," and forward paperwork to their designated Regional Coordinator within 7 calendar days following the date of the exam session unless directed otherwise by their Regional Coordinator.

# INDEX

# APPENDIX A – DEFINITIONS

| | |
|---|---|
| Administering VEs | The Volunteer Examiners (VEs) who administer amateur radio license exams. The administering VEs perform the various tasks associated with conducting an exam session including registration, administering exams, grading exams and certifying that the applicant or examinee is qualified for a license grant.  See IV.C. ADMINISTERING VEs  & §97.509 |
| Applicant | A person who shows up at an exam session to take an exam and/or submit credit for element credit resulting in an upgrade of an existing license, or request one or more administrative actions. Interchangeable with "candidate" and "examinee". |
| Candidate | A person who shows up to take an exam or submit administrative actions related to amateur radio licensing. Interchangeable with "applicant" and "examinee." |
| Certifying VEs | Three VEs, who by their signatures on the NCVEC Form 605 and the CSCE, certify that an applicant has passed an examination element and/or if otherwise appropriate, has qualified for the license grant indicated on the NCVEC Form 605 and the CSCE.  [§97.509(i)] |
| Control Number | An optional unique, one-up serial number assigned to each applicant. Also known as a "Folder Number". The control/folder number is a management tool for tracking an applicant's paperwork to ensure it does not get misplaced. |
| CSCE | Certificate of Successful Completion of Examination. Each examinee who passes an exam element will receive a CSCE signed by the applicant/candidate and three certifying VEs. The CSCE indicates the element(s) passed and the new class of license if appropriate. |
| Examination Certification | A task performed by three VEs who certify that the examinee is qualified for the license grant and that the VEs have complied with the administering VE requirements. |
| Exam Generator | A web based software program used by Laurel VEC VE Teams to create and print exams, grading templates and answer keys. |
| Examination Grading | A task performed by three administering VEs. These VEs may or may not be the same VEs who monitor the examinees during the examination. |

| | |
|---|---|
| Examinee | An applicant/candidate who takes one or more exams and might concurrently provide proof of credit for one or more exam elements. |
| FCC | Federal Communications Commission. |
| FRN | Federal Communications Commission (FCC) Registration Number (FRN). |
| NCVEC | The National Conference of Volunteer Examiner Coordinators (NCVEC) is a not-for-profit voluntary association, with membership comprised of the various Federal Communications Commission (FCC) certified Volunteer Examiner Coordinators (VECs). |
| LARC-VEC Form 605 | The application form used to collect information about an applicant, candidate or examinee.   Not to be confused with FCC Form 605. |
| Paperwork Upgrade | This is an upgrade of an existing license which does not require the applicant to pass an exam. There are two fairly common scenarios that would result in a "paperwork" upgrade: <br><br> a.  A licensed applicant shows up with an unexpired CSCE indicating he/she passed an element exam but did not earn an upgrade. <br><br> b.  A licensed applicant shows up with an FCC or VEC approved exam element credit from a previously expired license. <br><br> In both scenarios, the applicant would complete and sign a NCVEC Form 605, the Certifying VEs would verify the claim for element credit and would mark and sign the NCVEC Form 605 and a CSCE indicating the new license class the applicant had earned. |
| Question Set | The compilation of questions that make up an amateur radio license exam. |
| Regional Coordinator | A Laurel VEC accredited VE appointed by the VEC Chairman to represent the VEC within a VEC Region. |
| Registration | A series of required tasks performed by the examinee and the participating VEs prior to the start of an exam session. |
| "*SessionManager*" (SM) | A software application used to prepare exam session information and results for uploading to the FCC data base. This application replaces the earlier "Exam Session Manager" application. |

| | |
|---|---|
| Support Personnel | Unlicensed persons and licensed hams who are not eligible to be a VE (Under the age of 18, Novice and Technician licensees) or who are eligible but not yet certified (General, Advanced or Amateur Extra) but help with the exam session in a very limited and closely supervised role. |
| Team Leader (TL) | The VE in charge of the VE Team. This person volunteers to be the Team Leader and is appointed to the position by a sponsoring organization (i.e. radio club). The VE Team Leader serves as the interface for the VE Team with the sponsoring club and the VEC. Interchangeable with "Session Manager" as used in Part 97. |
| *Universal Licensing System* | The Universal Licensing System (ULS) is the consolidated database, application filing system, and processing system for all Wireless Radio Services. ULS supports electronic filing of all applications and related documents by applicants and licensees in the Wireless Radio Services, and provides public access to licensing information. **§1.907   Definitions** |
| VE Manager | An on-line application used by Laurel VEC VE Teams to nominate licensees to be Volunteer Examiners and to manage the list of VEs associated with their respective team. |
| Volunteer Examiner (VE) | Amateur radio operator who volunteer their time and talent and is certified by a Volunteer Examiner Coordinator (VEC) to prepare and administer amateur radio operator license examinations. |
| VE Session Manager | The VE in charge of the exam session. Also referred to as the Team Leader.  See §97.513 |
| Volunteer Examiner Coordinator (VEC) | Volunteer Examiner Coordinator – An organization that exists for the purpose of furthering the amateur service; is capable of serving as a VEC in at least the VEC region proposed; and has entered into a written agreement with the FCC to coordinate examinations for any class of amateur operator license. There are currently 14 VECs. |

# ANNEX 1    Regional Coordinator Responsibilities

1. Regional Coordinators (RC) are appointed by the Chairman of the Laurel VEC. They represent the Laurel VEC on specific matters related to the VE Teams in the VEC Regions they represent. Their responsibilities include but are not limited to the following:

   - Recruiting new VE teams

   - Mentoring and training Team Leaders

   - Reviewing session paperwork for completeness and accuracy

   - Taking corrective measures as required

   - Uploading session results

   - Providing feedback to Team Leaders as appropriate.

   - Forwarding session paperwork

   - Coordinating with the Federal Communications Commission (FCC)

   - Authorizing use of the *SessionManager software*

   - Identifying issues and recommending solutions

2. **Recruiting**. Regional Coordinators play an important role in recruiting new teams to join the Laurel VEC. While most recruiting is passive, (e.g., word of mouth, observation, etc.) Regional Coordinators should also actively recruit new teams when the opportunity presents itself (Contact and visit other clubs when appropriate; solicit new teams at ham events such as Hamvention, etc.). The process for creating new teams is described below:

   2.1. Contact with a prospective VE Team. Almost always initiated by the prospective team by e-mail or by phone call.

   2.2. Explain the following requirements to be a Laurel VEC VE Team

      2.2.1. Must conduct a minimum of three exam sessions

      2.2.2. May not charge a fee to conduct an exam session, administer exams, or perform other licensing related tasks.

      2.2.3. Must absorb all the costs related to conducting an exam session.

      2.2.4. The prospective Team Leader will be enrolled in a Laurel VEC Google Group.

         2.2.4.1. Enrollment is mandatory

2.2.4.2. The prospective Team Leader must provide a direct e-mail address without an alias domain name such as "**arrl.net**". Google will not let enrollees with alias addresses post to the group

2.3. Determine who will be the Team Leader of the new team, contact that individual and confirm that he/she is either already accredited as a VE by the Laurel VEC or if not, is qualified to be a VE and a Team Leader.

2.3.1. Must be at least 18 years of age

2.3.2. Must be an Amateur Extra class licensee

2.3.3. May not have ever had an amateur radio license suspended or revoked by the FCC

2.3.4. May not have ever been disaccredited as a VE by another VEC

2.4. Collect the following information from the prospective Team Leader and forward it to:

2.4.1. Cory Johnson, NQ1E ([Cory@nq1e.hm)](mailto:Cory@nq1e.hm) who will initiate the appropriate action to list the team on the Laurel VEC website and in the VE Manager Program.

2.4.2. Diane Zimmerman  or Ray Andrews so the new Team Leader and Deputy can be added to the Google groups.

2.4.3. Team Leader's call sign, phone number, e-mail address (this e-mail address can include an alias domain name) and if the team desires, a URL for a website.

2.4.4. The team's name and city where most of its exam sessions will be conducted.

2.5. Once the team page is established the Regional Coordinators will do the following:

2.5.1. Explain how to establish a password for the private side of the Laurel VEC website.

2.5.2. Explain how to access the Team Leader Resources via the website.

2.5.3. Explain how to create the team's exam schedule

2.5.4. Explain the use of the Exam Generator application

2.5.4.1. Create exams with or without graphics, using regular or large fonts, and as PDF or text files.

2.5.4.2. Create answer keys, and grading templates in the ARRL format or the Laurel format.

2.5.5. Explain the use of the VE Manager program for nominating licensees to be VEs, adding previously accredited VEs to a team, etc.

2.5.6. Explain the use of the *SessionManager* application

    2.5.6.1. Use of *SessionManager* must be authorized by Regional Coordinator or VEC Chairman

    2.5.6.2. Provide set-up information including Regional Coordinator Code and Team Code (if used)

2.6. Discuss the concept of a workflow to be used during an exam session. Address the roles and responsibilities of the VEs during the various phases of an exam session.

2.7. Provide contact information for the new Team Leader.

3. **Mentoring**. Regional Coordinators will mentor their subordinate Team Leaders regarding exam session workflows and processes, required forms and their use, using *SessionManager*, etc. Regional Coordinators will also conduct remedial training and mentoring when applicable.

4. **Reviewing session paperwork**. Regardless of who prepares the session data for uploading to the FCC, Regional Coordinators will inspect and review all session-related paperwork to include but not limited to applications, forms, logs, answer sheets, Element credit, etc. for quality, completeness and accuracy.

4.1. If any discrepancies or issues are found, the RC will contact the applicable Team Leader and discuss with them to reach a solution that complies with the rules and regulations of the FCC and the Policies, Procedures and Instructions of the Laurel VEC.

5. **Taking corrective action**. Occasionally, a Regional Coordinator may have to take corrective action to ensure a team adheres to the FCC rules and the Policies, Procedures and Instructions of the Laurel VEC.

6. **Uploading exam session results**.

6.1. Encrypted *SessionManager* files received from subordinate Team Leaders will be decrypted using the Regional Coordinator version of the *SessionManager* software and the resulting file will be uploaded to the FCC via the secure ULS portal within two business days of receipt of the session paperwork. Upon receipt of the Response file from the FCC, delete the unencrypted *SessionManager* upload file.

6.2. Exam session paperwork received from subordinate Team Leaders who do not use the *SessionManager software*, will be reviewed by the Regional Coordinator for quality, completeness and accuracy before using *SessionManager* to create a session file and

uploading the file to the FCC.

    6.2.1. Finding no errors in the paperwork, the Regional Coordinator will use the *SessionManager software* to enter the exam session data, create a ULS formatted file and upload the file to the FCC via the secure ULS portal within two business days following receipt of the session paperwork. Upon receipt of the Response file from the FCC, delete the unencrypted *SessionManager* upload file.

    6.2.2. Since the *SessionManager software* does not check the accuracy of the following data entered by the user, it is critical that the user ensure that the information is entered accurately:

- Spelling of the applicant's names

- Spelling of the street address

- House, building, apartment numbers

- Social Security Number (It does have an error recognition ability for the FRN)

    6.2.3. If errors are found in the paperwork, the Regional Coordinator will contact the applicable Team Leader, discuss and resolve the issue(s) before using the *SessionManager software* to enter the exam session data.

        6.2.3.1. In some cases, it may be necessary to return paperwork to the Team Leader for resolution. A single application or the entire session file may be put on hold until the issue is resolved.

7. **Providing feedback.** Regional Coordinators will provide timely feedback related to such items as the following:

    7.1. Questions from subordinate Team Leaders and the Chairman of the Laurel VEC.

    7.2. The quality, accuracy and completeness of exam session paperwork received from subordinate Team Leaders.

    7.3. Exam session results received from the FCC.

    7.4. Processes and workflows used by VE Teams.

    7.5. Identifying the cause for applications being flagged by the FCC during processing and explaining who or what caused the errors.

**8. Forwarding session paperwork.**

    8.1.  Regional Coordinators will forward accumulated exam session paperwork from subordinate teams to the Chairman of the Laurel VEC **at least once per month**.

    8.2.  Forward **only the following paperwork** from each exam session:

        8.2.1.  Session related paperwork:

            8.2.1.1.  VE Session Summary Report

            8.2.1.2.  VE Sign-in Sheet (As a separate document or on the back of the Session Summary Report)

            8.2.1.3.  Registration Log

        8.2.2  Applicant paperwork

            8.2.2.1.  LARC-VEC Form 605 of successful applicants and/or for administrative updates

            8.2.2.2.  Optional forms (e.g., Short forms, checklists, etc.)

            8.2.2.3.  Answer sheets for each exam that was taken by the applicant

            8.2.2.4.  Scratch paper with writing

            8.2.2.5.  Copies of all element credit

**9.**  **Coordinating with the FCC.** While not common, there are reasons for a Regional Coordinator to contact the FCC. Depending on the situation the contact can be initiated by:

    9.1.  Submitting an e-support request via https://esupport.fcc.gov/request.htm or contacting the FCC by phone: 1-877-480-3201 (select the applicable option(s) from the menu)

        **Note:** The Chairman of the Laurel VEC can provide additional guidance

**10.**  **Authorizing use of *SessionManager* software.** The Laurel VEC uses a software application called *SessionManager* to prepare and upload exam session results to the FCC via the secure ULS Batch Filing System.

    10.1.  The VEC Chairman or applicable Regional Coordinator, at their discretion, may authorize a VE Team to use the *SessionManager* software.

10.2. The decision authorizing the use of the software will be predicated on many factors, including the Team Leader having demonstrated the necessary knowledge and skills for conducting an exam session and whose session paperwork has consistently been of a very high quality.

10.3. **No Team has an automatic right to use the VEC software**.


11. **Identifying issues and recommending solutions.** Regional Coordinators will periodically review the processes and procedures used by their subordinate teams and the policies, procedures, instructions, organization and operations of the Laurel VEC and forward identified issues and related solutions directly to the Chairman of the Laurel VEC.

# ANNEX 2    Team Leader Responsibilities

1. Laurel VEC VE Team Leaders are the principal interface between the VE Team, the applicable Regional Coordinator, the VEC and the FCC (if required). The Team Leader may also perform any of the roles of the participating VEs.

2. Each Laurel VEC VE Team Leader or Deputy/acting Team Leader is responsible for and required to perform certain tasks including but not limited to the following:

   2.1. Coordinating all scheduled exam sessions with the VEC.

   2.2. Creating, maintaining, and training a team of Volunteer Examiners.

   2.3. Developing a workflow process that ensures the following:

       2.3.1. Exam sessions are conducted in compliance with the FCC's rules and the policies, procedures and instructions of the Laurel VEC, and instructions from Regional Coordinators.

       2.3.2. All paperwork is 100% accurate and complete.

       2.3.3. All processes and procedures are completed in a timely manner but never at the expense of compliance, accuracy, or completeness.

   2.4. Advertising the team's exam sessions.

   2.5. Maintaining up-to-date Team information on the VEC website, including but not limited to:

       2.5.1. Contact information

       2.5.2. Exam registration requirements

       2.5.3. Exam location(s)

       2.5.4. The team's exam schedule.

   2.6. Coordinating with the applicable Regional Coordinator or VEC Chairman, as appropriate, to address and resolve any known or suspected problems with the policies, procedures and instructions of the Laurel VEC.

   2.7. Coordinating with the leadership of the sponsoring organization (typically an amateur radio club) as required or directed.

   2.8. Ensuring sufficient VEs are available for scheduled exam sessions. This includes contacting members of the VE team directly or through a second person to check availability and ability to participate.

   2.9. Coordinating with applicants who pre-register for the exam session. This includes

answering questions, providing recommended courses of action for preparing for the exam session, providing directions, etc.

**Note:**   **If the Team Leader is also the VE Session Manager they should also refer to Annex 3 VE Session Manager Responsibilities.**

3.    Providing information to the Laurel VEC and/or Regional Coordinator as required, requested, or when appropriate.

4.    Submitting reports to the sponsoring organization (e.g., usually a radio club) describing the test session, results and the names of the participating VEs as required.

5.    Submitting receipts for expenses related to VE program (expendable supplies, reproduction of forms, postage, etc.) to the sponsoring club for reimbursement.

6.    Providing up-to-date contact information to include but not limited to e-mail address and phone number(s) to their Regional Coordinators and the Chairman of the Laurel VEC. Notification of any changes to any contact information will be made not later than three (3) days following the change.

7.    Notifying the Laurel VEC, the applicable Regional Coordinator and the Laurel VEC Webmaster within three (3) days if the Team Leader is changed so all necessary changes can be made as appropriate and as soon as possible.

8.    Contacting the appropriate Regional Coordinator or Laurel VEC Chairman regarding any issue or situation that occurs before, during, or after an exam session.

9.    Maintaining up-to-date personal contact information and providing the same to the appropriate Regional Coordinator and VEC Chairman.

10.   Keeping the appropriate Regional Coordinator or the VEC Chairman informed as to your status and when your status changes to include but not limited to the following:

10.1.   Personal absences by the Team Leader and the Deputy Team Leader that will prevent the team from conducting their next scheduled exam session(s).

10.2.   Extended personal absences by the Team Leader during which he/she will be incommunicado.

11.   Responding to queries from the Regional Coordinator, the VEC Chairman and other team members in a timely fashion.

12.   Considering doing the following:

12.1. Inviting a member of the leadership of the sponsoring organization to speak to the applicants before or after the exam session about amateur radio in general, the benefits of joining a club, etc.

12.2. Provide handouts to exam session applicants (successful or not is your choice) such as:

- ARRL information and website

- Club information

- Membership and meeting schedule

- Club website

- Upcoming radio events (e.g., Field Day, a state QSO Party, CQ World Wide, etc.)

- Upcoming club activities (e.g., Field Day, public service event, Club Picnic, kit building, etc.)

- Local club "Elmers" by topic (e.g., Antennas, buying a rig, contesting, emergency communications (ARES & RACES), Vanity calls, Interference, etc.)

- Amateur radio related websites (e.g., AC6V.com; AE7Q.com, e-ham.net; ARRL.org; FCC.gov; equipment vendors, etc.)

12.3 Provide updates and occasional reminders to the sponsoring organization at meetings, via their website and newsletter concerning but not limited to the following:

12.3.1 Pending and implemented changes to Part 97.

12.3.2 Grandfathered element credits; Necessary proof; describing the process to do a paperwork upgrade.

# ANNEX 3    VE Session Manager Duties and Responsibilities

**The VE session manager can be the Team Leader, Deputy or another qualified person appointed by the Team Leader.**

1.    Ensue that the examination facility is available and ready.

    1.1.    Arrange furniture as required for registration, administering exams, and grading exams.

    1.2.    Assigning individual VEs specific duties during an exam sessions, provide instructions to the VE team members as required, and answering their questions as appropriate.

        1.2.1.    Registration

        1.2.2.    Exam administration

        1.2.3.    Grading

        1.2.4.    Documentation preparation (LARC-VEC Form 605 and CSCE) as appropriate.

        1.2.5.    Exam certification (Signing of LARC-VEC Form 605 and CSCE)

    1.3.    Giving pre-exam instructions to the applicants and answering questions from the applicants.

2.    Coordinate and monitor the workflow process and the performance of the VEs during the exam session and make corrections and adjustments if necessary.

3.    Make decisions regarding procedures; resolving conflicting guidance or instruction; and is the decision maker on any violations (intentional or otherwise) of examination rules or protocols. Appeals of any decisions by the VE Team Leader may be submitted to the appropriate Regional Coordinator or the VEC Chairman for resolution.

4.    Notify applicants as soon as possible and feasible when they pass or fail an exam, as appropriate.

    4.1.    Information about an applicant earning a new or upgraded license should not be discussed or revealed outside of the session until the new licenses or upgrade appears in the FCC ULS, at which time it is public record.

    4.2.    Information about an applicant's failure to pass an element should NEVER be discussed or revealed outside of the session, and then only privately to the applicant himself/herself.

5.    Review all exam session-related paperwork and each applicant's paperwork (LARC-VEC Form 605 and CSCE) for accuracy, legibility, and completeness before awarding each applicant their CSCE when appropriate.

6.    Recruit qualified prospective VEs and forward to Team Leader for action.

7. Coordinate the effort to clean and restore the test facility to the condition it was in (or better) prior to testing.

8. Collect and ensure each applicants' paperwork is accounted for and secured and that all test materials are accounted for and secured at the end of the exam session.

9. Ensure the test facility is secured upon departure or notify other people using the facility that the VE Team is departing.

10. Prepare exam session paperwork as required and appropriate.

11. Forward all the exam session paperwork to the appropriate Regional Coordinator or the VEC Chairman if applicable, within seven (7) days of the session.

12. Review and evaluate VE Team performance during the exam session; providing feedback and suggest corrective action to the Team Leader as appropriate.