

Laurel Amateur Radio Club (LARC)
Volunteer Examiner Coordinator (VEC)
Policies, Procedures and Instructions

Version 1.21

Released: 20 March 2016

Change Sheet

Date	Action
31 Jan 2015	Renumbered bullets 6-10, in the basic document
31 Jan 2015	Modified the definition of “Applicant” and “Examinee” in Appendix 1
31 Jan 2015	Deleted the word “The” at the end of the last sentence in the definition of “Examination Certification” in Appendix 1
31 Jan 2015	Re-wrote the definition of “Examination Grading” in Appendix 1
31 Jan 2015	Corrected paragraph “b” of “Paperwork Upgrade” in Appendix 1
31 Jan 2015	Added “(“ in front of SSN in the definition of the NCVEC Form 605 in Appendix 1
31 Jan 2015	Deleted definition of “Personal Information” in Appendix 1
31 Jan 2015	Deleted a duplicate page in Appendix 3 (Former page 10)
31 Jan 2015	Replace “with” with “within” in bullet “d” in Appendix 3
31 Jan 2015	Corrected the spelling of “e.g.” in bullet “f” in Appendix 3
31 Jan 2015	Changed the spelling of “distracters” to “distractors” bullet “b.(5)”, Appendix 3,
31 Jan 2015	Changed the wording in bullet “a.” from “is” to “are” in Appendix 3
31 Jan 2015	Changed the wording in bullet “c.” from “an” to “a” in Appendix 3
31 Jan 2015	Re-wrote bullet 5 in Appendix 5
31 Jan 2015	Corrected the spelling of “notifiing” to “notifying” in bullet “19”, in Appendix 5
2 March 2015	Deleted the reference to “Exam Session Manager (ESM)” in Appendix 1
2 March 2015	Added a reference to the definition of “CSCE” in Appendix 1
2 March 2015	Modified the definition of “FRN” in Appendix 1
2 March 2015	Modified the definition of “Paperwork Upgrade” in Appendix 1
2 March 2015	Modified the definition of “Registration” in Appendix 1
2 March 2015	Added information about CSCEs from other VECs and use of the FCCs ULS data Base and the <i>SessionManager</i> software to verify license information in Laurel VEC Supplemental Policy to §97.505 Element Credit in Appendix 3
2 March 2015	Modified the instructions in Laurel VEC Supplemental Policy to §97.509 Examinee Conduct in Appendix 3 regarding §97.509 (f)
2 March 2015	Modified the instructions in Laurel VEC Supplemental Policy to §97.511 Examinee Conduct in Appendix 3
2 March 2015	Modified the instructions for submitting VE Applications and providing information to the Laurel VEC in Laurel VEC Supplemental Policy to §97.525 Accrediting VEs in Appendix 3.
2 March 2015	Modified paragraph 1.g. in Appendix 4
2 March 2015	Modified paragraph 2.a.(5) in Appendix 4
2 March 2015	Modified paragraph 2.c. in Appendix 4
2 March 2015	Corrected line spacing in paragraph 3.b. in Appendix 4
2 March 2015	Modified paragraph 5.a., 5.a.(3) and added a Note in Appendix 4
2 March 2015	Modified paragraph 5.b.(2)(a) in Appendix 4
2 March 2015	Modified paragraph 5.e.(2)(c) and added (i)-(iii) in Appendix 4
2 March 2015	Modified paragraph 5.g and the related Note in Appendix 4
2 March 2015	Modified paragraph 5.h in Appendix 4
2 March 2015	Modified paragraph 6.a.(2) in Appendix 4

2 March 2015	Re-wrote paragraph 7 in Appendix 4
2 March 2015	Deleted paragraph 8.b. and re-numbered paragraphs in Appendix 4
2 March 2015	Modified paragraph 9.a.(1) in Appendix 4
2 March 2015	Added a “Note” to paragraph 10 in Appendix 4
2 March 2015	Modified paragraph 11.a.(4)(f) Note in Appendix 4
2 March 2015	Corrected and modified explanation of Response File date in paragraph 12.c in Appendix 4
2 March 2015	Modified paragraph 10. in Appendix 5
2 March 2015	Modified paragraph 21.a. in Appendix 5
2 March 2015	Created new paragraph 6 with updated information in Appendix 6
4 Jan 2016	Throughout the document, references to the Session Manager software application have been changed to “ <i>SessionManager</i> ” and “ <i>SessionManager</i> software” (without the quotes) for accuracy.
4 Jan 2016	Throughout the document, references to “FCC rules” have been changed to “FCC rules and regulations” (without the quotes).
4 Jan 2016	Throughout the document corrections of punctuation were made and extra spaces deleted or added.
4 Jan 2016	<p>Modified the Table of Contents</p> <ul style="list-style-type: none"> • Added new Appendix 7 – Regional Coordinator Responsibilities • Renumbered old Appendix 7 as new Appendices 8 • Updated page numbers for appendices
4 Jan 2016	<p>Modified the Introduction</p> <ul style="list-style-type: none"> • Added “Introduction” at top of page – page 1 • Replaced “1. Introduction” with “1. Overview” - page 1 • Added “hereinafter” in paragraph 1 – page 1 • Replaced “between” with “among” in paragraph 1 – page 1 • Modified paragraph 1.d. – page 1 • Modified paragraph 1.e. – page 1 • Replaced “NCVEC” with “National Conference of Volunteer Examiner Coordinators (NCVEC)” in paragraph 4.b. – page 2 • Removed “There are also” from the first sentence and added reference to new Appendix 7 in paragraph 4.c. – page 2 • Rewrote first sentence in paragraph 4.d. – page 2 • Replaced “Federal Communications Commission” with “FCC” – paragraph 4.e. - page 2 • Deleted “conducting” in paragraph 4.f.(1) – page 2 • Rewrote paragraph 4.f.(5) – page 2 • Corrected the Laurel VEC website URL in paragraph 4.h. – page 2 • Expanded comment on Deputy Team Leaders in paragraph 4.i. – page 2 • Deleted paragraph 6.j. and accompanying diagram – pages 2 & 3 • Inserted new paragraph 9 – page 3 • Renumbered old paragraphs 9 and 10 as 10 and 11 – page 3 • Changed the spelling of “charge” to “charged” in paragraph 11.a - page 3 • Added subparagraph identifiers (e.g., a., b., c., etc.) – pages 1-3 • Added subparagraph 11.f. – page 3

4 Jan 2016	<p>Modified Appendix 1 – Definitions</p> <ul style="list-style-type: none"> • Modified the “Note” in definition of “CSCE” - page 4 • Rewrote the definition of “Examination Certification” – page 4 • Added clarification in definition of “NCVEC Form 605” regarding the FCC Registration Number (FRN) – page 5 • Rewrote the definition of “Paperwork Upgrade” – page 5 • Replaced “set” with “compilation” in definition of “Question Set” – page 5 • Corrected the URL of the Laurel VEC website in the definition of “Regional Coordinator” – page 6 • Modified definition of “Registration” – page 6 • Modified the definition of Session Manager – page 6 • Modified the definition of <i>SessionManager</i> (The software application) – page 6 • Added “persons” to definition of “Support Personnel” – page 6 • Added “as used in Part 97” to definition of Team Leader – page 7
4 Jan 2016	<p>Modified Appendix 3 - VEC Supplemental Policies, Procedures and Instructions, CFR Title 47, Part 97, Subpart F</p> <ul style="list-style-type: none"> • Rewrote the introductory page – page 9
4 Jan 2016	<p>Modified Appendix 3 - “Laurel VEC Supplemental Policy to §97.501 Qualifying for an amateur radio license”</p> <ul style="list-style-type: none"> • Deleted “element” in paragraphs 1-3 – page 10 • Added “s” to “Applicant” in paragraph 5 – page 10 • Removed uppercase “T” on “teams” in paragraph 7 – page 10 • Rewrote paragraph 8 for clarity – page 10 • Removed uppercase “N” on “number” in paragraph 9 – page 10
4 Jan 2016	<p>Modified Appendix 3 - “Laurel VEC Supplemental Policy to §97.505 Element Credit”</p> <ul style="list-style-type: none"> • Added new paragraph 2.f – page 12 • Relabeled old paragraphs 2.f. and 2.g. as 2.g. and 2.h. – page 12 • Rewrote paragraph 3.c and 3.d. – pages 12-13 • Rewrote paragraph 4.a. and 4.b. – pages 143 • Changed “most timely” to “timeliest” in paragraph 4.d – page 13
4 Jan 2016	<p>Added missing text from Part 97 in paragraph §97.507 (a) – page 14</p>
4 Jan 2016	<p>Modified Appendix 3 - “Laurel VEC Supplemental Policy to §97.507 Preparing an examination”</p> <ul style="list-style-type: none"> • Modified paragraph 3.b. – deleted “must be obtained from the Laurel VEC” – page 14 • Rewrote paragraph 3.b.(2) – page 14-15 • Rewrote paragraph 3.b.(4) – page 15 • Clarified the question requirement for exams in paragraph 3.b.(5) – page 15 • Modified paragraph 3.b.(6) – page 15 • Modified paragraph 3.b.(7) – added “and correct answer” – page 15
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.509 (a) Administering VE requirements</p> <ul style="list-style-type: none"> • Added “of” following “use” in second line of text – page 15

4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.509 (c) Administering VE requirements</p> <ul style="list-style-type: none"> • Rewrote paragraph 1 – page 16
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.509 (d) Administering VE requirements</p> <ul style="list-style-type: none"> • Added paragraph 4 – Prohibits Team Leader from using <i>SessionManager</i> under specific circumstances – page 16-17
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.509 (f) Administering VE requirements</p> <ul style="list-style-type: none"> • Modified text and numbered paragraphs – page 17
4 Jan 2016	<p>Added in Appendix 3 - Laurel VEC Supplemental Policy to §97.509 (h) Administering VE requirements - page 17</p>
4 Jan 2016	<p>Modified Appendix 3 – Laurel VEC Supplemental Policy to §97.513 VE session manager requirements</p> <ul style="list-style-type: none"> • Added “as described in Part 97” following “VE Session Manager” – page 19
4 Jan 2016	<p>Added in Appendix 3 – Laurel VEC Supplemental Policy to §97.521 VEC Qualifications – page 20</p>
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.523 Question pools</p> <ul style="list-style-type: none"> • Modified text in paragraphs 1 and 2 for clarity and accuracy – page 21
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.525 Accrediting VEs</p> <ul style="list-style-type: none"> • Rewrote and restructured the text for clarity and accuracy – pages 22-23
4 Jan 2016	<p>Modified Appendix 3 - Laurel VEC Supplemental Policy to §97.527 Reimbursement for expenses</p> <ul style="list-style-type: none"> • Renumbered paragraphs and made minor editing – page 24
4 Jan 2016	<p>Modified Appendix 4 - Laurel VEC Policies, Procedures and Instructions</p> <ul style="list-style-type: none"> • Rewrote the introductory page – page 25 • Re-wrote paragraphs 1.d and notes for clarification – pages 26-27 • Rewrote paragraph 2.a.(3) for clarity – added “or the sponsoring organization” – page 27 • Re-wrote paragraphs 2.a.(4) and 2.a.(5) for clarification regarding updating annual exam schedule on Laurel VEC website – page 28 • Re-wrote paragraph 5. Registration Phase for clarity and accuracy – pages 29-33 • Rewrote paragraphs 6.b.(1) and 6.b.(2) – page 33 • Rewrote paragraph 6.f.(3) for clarity – pages 34- 35 • Rewrote paragraph 10 – pages 36-37 • Rewrote paragraph 11 - Pages 37-39 • Deleted paragraph 12 • Added section “About <i>SessionManager</i>” and updated and incorporated the previous examples – pages 39-42

4 Jan 2016	<p>Modified Appendix 5 - Team Leader Responsibilities</p> <ul style="list-style-type: none"> • Modified paragraph 2 – added sub-paragraphs (1)-(3) – page 43 • Rewrote paragraph 3 – Use of Team Leader Interface - page 43 • Modified paragraph 4 – added “s” to instruction - page 43 • Modified paragraph 13 – removed “for” in front of “grading” – page 44 • Added paragraphs 19.a.(1) and 19.a.(2) – page 45 • Rewrote paragraph 27 – page 46 • Rewrote paragraph 28 – pages 46-48 • Rewrote and renumbered old paragraph 28 as new paragraph 29 – page 48 • Renumbered old paragraphs 29-32 as paragraphs 30-33 – page 48 • Added paragraph 34 – page 48 • Added paragraph 35 – page 48 • Added paragraph 36 – pages 48-49
4 Jan 2016	<p>Modified Appendix 6 - Laurel VEC Website</p> <ul style="list-style-type: none"> • Added new URL for Laurel VEC website – page 50 • Added an explanation of the Team’s listing related to the example on the following page – page 50 • Added new example of Team’s listing on website – page 51 • Added para 5.c. – Added a link to Team Leader Interface – page 52 • Added link to video tutorial on how to use the Team Leader Interface – page 52 • Re-wrote paragraph 6 - adding info for new Teams – page 52 • Added paragraph 7 describing Team Leader requirement and responsibility for maintaining their team’s information page – page 52
4 Jan 2016	<p>Added new Appendix 7 – Regional Coordinator Responsibilities – page 53-55</p>
4 Jan 2016	<p>Modified old Appendix 7 and renumbered it to Appendix 8 – Laurel VEC Required and Optional Forms</p> <ul style="list-style-type: none"> • Modified paragraph 4.a.(2) – page 56 • Added paragraph 4.a.(3) – page 56 • Modified paragraph 4.d.(2)(b) – page 56 • Added note following paragraph 4.d.(3) – page 57 • Added paragraph 4.e. – VE sign-in sheet – page 57 • Modified paragraph 5 – page 57
15 Mar 2016	<p>Re-wrote Appendix 6 – Laurel VEC website – Page 50-51</p>
15 Mar 2016	<p>Modified Appendix 7 – Regional Coordinator Responsibilities Renumbered the pages of Appendix 7 – Regional Coordinator Responsibilities – page 52-54 Added “Upon receipt of the Response file from the FCC, delete the unencrypted <i>SessionManager</i> upload file.” to paragraph 6.a. and 6.b.1 – page 53</p>
15 Mar 2016	<p>Re-wrote Appendix 8 – Laurel VEC Required and Optional Forms – Page 55-56</p>

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Introduction

1. Overview. 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. While each VEC might share common goals, their policies, procedures and instructions on how to achieve those goals will vary among the VECs.

a. The policies, procedures and instructions of the Laurel VEC are unique to the Laurel VEC. Only by coincidence may any or all other VECs have policies, procedures and instructions that are similar or exactly the same.

b. Similarly, the policies of any other VEC (e.g., ARRL, W5YI, etc.) do not apply to the Laurel VEC, its Regional Coordinators or accredited VEs.

c. 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.

d. 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
- (3) Maintain the value and integrity of the Volunteer Examiner program.

e. 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 (VE) accredited by the Laurel VEC.

f. 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.

g. Failure to comply with the policies, procedures and instructions of the Laurel VEC and the rules and regulations of the FCC, could result in the offending VE(s) being discredited as a VE by the Laurel VEC and/or referral to the FCC for further action which could result in the suspension or revocation of the VE's license, fines and other penalties that the FCC might deem appropriate.

h. Questions, comments and recommended changes may be sent to the Chairman of the Laurel VEC.

2. Definitions – See Appendix 1

3. References – See Appendix 2

4. Organization - The Laurel VEC is sponsored by Laurel Amateur Radio Club of Laurel, Maryland and is managed by a Chairman.

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56 a. The Chairman of the Laurel VEC is appointed by the Laurel Amateur Radio Club, serves
57 as the point of contact with the FCC and is responsible for all aspects of the Laurel VEC.
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59 b. The Laurel VEC is a member of the National Conference of Volunteer Examiner
60 Coordinators (NCVEC) but operates as an independent VEC.
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62 c. Regional Coordinators are appointed by the Chairman of the Laurel VEC. These
63 Regional Coordinators assist the VEC Chairman by recruiting and managing Teams of VEs
64 within a VEC Region assigned by the Chairman of the Laurel VEC. Regional Coordinators are
65 VEs accredited by the Laurel VEC whose experience and depth of knowledge are considered
66 beneficial to the mission of the Laurel VEC. Regional Coordinator responsibilities are described
67 in Appendix 7.
68

69 d. Team Leaders are Laurel VEC-accredited VEs who hold an Amateur Extra Class license
70 and are appointed or elected by the organization that sponsors the Team. The Team Leader
71 conducts all transactions between his/her team and the LARC-VEC Chairman, Regional
72 Coordinator or alternate. Additional Team Leader responsibilities are described in Appendix 5.
73

74 e. VE Teams perform all activities related to amateur radio license exams at the direction of
75 and under the supervision of the Team Leader and in accordance with the policies, procedures
76 and instructions of the Laurel VEC and the applicable rules and regulations of the FCC.
77

78 f. Laurel VEC-affiliated VE Teams are responsible for the following:
79

- 80 (1) Scheduling exam sessions
- 81 (2) Providing an annual exam schedule and updates as required
- 82 (3) Assuming responsibility for all costs related to conducting amateur radio license
83 exam sessions.
- 84 (4) Preparing written exams
- 85 (5) Conducting a minimum of 3 exam sessions each calendar year
- 86 (6) Performing post-exam activities – See Appendix 3
87

88 g. Team Leaders in areas under the management of a Regional Coordinator report directly
89 to their Regional Coordinator who reports to the Laurel VEC Chairman. The Laurel VEC seeks
90 additional potential Regional Coordinators as appropriate. Teams in areas where a Regional
91 Coordinator position has not yet been established report directly to the Chairman.
92

93 h. A list of current Regional Coordinators and their contact information can be found on the
94 Laurel VEC website: <https://www.laurelvec.com/?pg=contact>
95

96 i. The Laurel VEC examining system is unique in that it is comprised of local Teams that
97 administer the examinations to the examinees. Each Team has a Team Leader and at least
98 one or more deputy Team Leaders, each of whom must be an Amateur Extra class licensee and
99 who report to the Regional Coordinator for the applicable VEC Region. Through these strong
100 person-to-person accountability trail lines, attempting to cheat is made very difficult.
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102 **5. Supplemental VEC Policy to Part 97, Subpart F – See Appendix 3**
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104 **6. Laurel VEC Policies, Procedures, and Instructions – See Appendix 4**

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7. Team Leader Responsibilities – See Appendix 5

8. Laurel VEC Website – See Appendix 6

9. Regional Coordinator Responsibilities – See Appendix 7

10. Required and Optional VEC Forms – See Appendix 8

11. Summary

a. 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.

b. 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 old timers experience before an exam.

c. 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.

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

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

f. This document will be reviewed and updated on 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.

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

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Appendix 1

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.
Applicant	A person who shows up to take an exam or submit administrative actions related to amateur radio licensing. Interchangeable with "examinee."
Certifying VEs	Three VEs, who by their signatures on the NCVET Form 605 and the CSCE, certify that an examinee has passed an examination element and/or if appropriate, has qualified for the license grant indicated on the NCVET Form 605 and the CSCE.
Control Number	An optional unique, one-up serial number assigned to each applicant. The control 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 three certifying VEs. The CSCE indicates the element(s) passed and the new class of license if appropriate. A CSCE is valid for 365 days from the date of issue for the purpose of upgrading an existing license. Note: See Laurel VEC Supplemental Policy to §97.505 Element Credit, Appendix 3, pages 12-14 for specific guidance.
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.
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	A person who shows up to take an exam or submit administrative actions related to amateur radio licensing. Interchangeable with "applicant."
FCC	Federal Communications Commission.

FRN	<p>Federal Communications Commission (FCC) Registration Number (FRN).</p> <p>The FRN must be used in lieu of a Social Security Number (SSN) for all licensed applicants or it will generate an error such as: <i>“8010 FRN and callsign[sic] are required for a Modification or Renew Modification”</i>.</p> <p>When such an error is received, the application will not be processed by the FCC until a FRN associated with the applicant’s call sign is entered.</p> <p>Alien applicants who do not have a SSN must acquire a FRN before their exam results can be submitted to the FCC.</p>
NCVEC	<p>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).</p>
NCVEC Form 605	<p>The application form used to collect information about an examinee.</p> <ul style="list-style-type: none"> • It requires the examinee to provide a mailing address and either a Social Security Number (SSN) or FCC Registration Number (FRN). • A FRN must be provided in lieu of a Social Security Number (SSN) for all licensed and alien applicants. • The application is signed by three certifying VEs and is forwarded to the VEC by the VE Team Leader. • Not to be confused with FCC Form 605.
Paperwork Upgrade	<p>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:</p> <ol style="list-style-type: none"> a. A licensed applicant shows up with an unexpired CSCE indicating he/she passed an element exam but did not earn an upgrade. b. A licensed applicant shows up with an FCC or VEC approved exam element credit from a previously expired license. <p>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.</p>
Question Set	<p>The compilation of questions that make up an amateur radio license exam.</p>

<p style="text-align: center;">Region Coordinator or Regional Coordinator</p>	<p>A Laurel VEC accredited VE appointed by the VEC Chairman to represent the VEC within a VEC Region.</p> <p>The Regional Coordinator works with the VE Teams within his/her VEC Region to provide guidance, assistance and to upload the exam session result to the FCC.</p> <p>A list of current Regional Coordinators and their contact information can be found on the Laurel VEC website:</p> <p>https://www.laurelvec.com/?pg=contact</p>
<p>Registration</p>	<p>A task performed prior to the start of an exam session. During registration, the examinee is required to:</p> <ul style="list-style-type: none"> a. Complete the NCVET Form 605 and other forms as applicable. b. Provide photographic identification c. Provide, if licensed, his/her original current license, or a "Reference Copy" or "Official Copy" from the FCC's ULS website of his/her current license. d. Provide original versions of any element credits (CSCE, old license, FCC letter, etc.) and a copy of each. <p>Note: See Laurel VEC Supplemental Policy to §97.505 Element Credit in paragraph 2 in Appendix 3, pages 12-14 for additional guidance.</p> <p><i>While some of the registration process can be performed by non-licensed persons, the applicant's ID, license and any supporting documentation must be checked by VEs.</i></p>
<p>Session Manager</p>	<p>The VE in charge of the exam session. Also referred to as the Team Leader.</p>
<p>"SessionManager"</p>	<p>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.</p>
<p>Support Personnel</p>	<p>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.</p>
<p>Volunteer Examiner (VE)</p>	<p>An amateur radio operator who volunteers his/her time and talent and is certified by a Volunteer Examiner Coordinator (VEC) to prepare and administer amateur radio operator license examinations.</p>

<p>Volunteer Examiner Coordinator (VEC)</p>	<p>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.</p>
<p>Team Leader</p>	<p>The VE in charge of the VE Team. This person volunteers to be the Team Leader and is appointed by 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.</p>

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Appendix 2

References

The following documents, of most recent date of issue, are applicable to policies, procedures and instructions of the Laurel VEC. Except where specifically noted herein, when conflict exists between this document and one or more of the following documents, the provisions of the following documents take priority. In other words, nothing contained in the policies, procedures and instructions of the Laurel VEC shall diminish the authority of the documents listed below.

Except as noted in the documents below, the policies, procedures and instructions of the Laurel VEC are unique to the Laurel VEC. Only by coincidence may any or all other VECs have policies, procedures and instructions that are similar or exactly the same.

Similarly, the policies of other VECs (e.g., ARRL, W5YI, etc.) are unique to them and do not apply to the Laurel VEC except as noted in the documents below.

1. Communications Act of 1934, as amended.
2. Code of Federal Regulations (“47 CFR”):
 - Part 0 Commission Organization;
 - Part 1 Practice and procedure;
 - Part 2 Frequency allocations and radio treaty matters; general rules and regulations;
 - Part 17 Construction, marking and lighting of antenna structures;
 - Part 97 Amateur radio service;
 - Part 214 Procedures for the Use and Coordination of the Radio Spectrum During a Wartime Emergency.
3. FCC-issued Public Notices applicable to the Amateur Radio Services and to the VEC system.

191 **Appendix 3**

192 **VEC Supplemental Policies, Procedures and Instructions to**
193 **CFR Title 47, Part 97, Subpart F - Qualifying Examination Systems**
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197 **Introduction**
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199 a. The principal statutory authority for amateur radio license exams is CFR Title 47, Part 97,
200 Subpart F - Qualifying Examination Systems and is the foundation of the Laurel VEC policies
201 regarding activities related to the amateur radio licensing system.
202

203 b. This appendix contains the text of Part 97, Subpart F - Qualifying Examination Systems,
204 Paragraphs §97.501 - §97.527.
205

206 c. The supplemental policies, procedures and instructions of the Laurel VEC are identified
207 with a red border and do not diminish or supersede the authority of CFR Title 47, Part 97,
208 Subpart F – hereinafter referred to as “Part 97”.
209

210 d. Each of the 14 VECs adheres to the rules contained in Part 97. Several, if not all VECs,
211 have additional rules, policies, procedures and instructions for preparing and administering
212 amateur radio license exams. Some of these may be common among all VECs while others are
213 unique to a specific VEC.
214

215 e. The policies, procedures and instructions in this document apply to all VEs accredited by
216 the Laurel VEC. Each Laurel VEC-accredited VE, individually and collectively as a member of a
217 Team agrees to comply with these instructions and policies and Part 97 while preparing,
218 administering and processing an examination coordinated by the Laurel VEC.
219

220 f. Failure to comply with the FCC rules and regulations and/or the instructions and policies
221 of the Laurel VEC may result in being suspended or disaccredited as a VE with the Laurel VEC;
222 having your license suspended or revoked and other penalties as deemed appropriate by the
223 FCC.
224

225 g. Questions about the policies, procedures and instructions described in this document
226 may be referred to the applicable Regional Coordinator and or to the Chairman of the Laurel
227 VEC.
228

229 h. Recommendations to add to, delete from or modify these instructions and policies may
230 be sent directly to the Chairman of the Laurel VEC through the applicable team leader.
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233 **CFR Title 47, Part 97, Subpart F**

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235
236 **§97.501 Qualifying for an amateur operator license.**

237
238 Each applicant must pass an examination for a new amateur operator license grant and for
239 each change in operator class. Each applicant for the class of operator license grant specified
240 below must pass, or otherwise receive examination credit for, the following examination
241 elements:

- 242
243 (a) Amateur Extra Class operator: Elements 2, 3, and 4;
244 (b) General Class operator: Elements 2 and 3;
245 (c) Technician Class operator: Element 2.
246

**Laurel VEC Supplemental Policy to §97.501
Qualifying for an amateur operator license**

1. Applicants may take any exam in any order, at their discretion.
2. Applicants do not have to pass one exam before starting another.
3. Applicants may take a break between exams.
4. Applicants may request a large print exam without proof of visual impairment.
5. Applicants may request to have their exam read to them. **See Appendix 4 - Policies, Procedures, and Instructions** for further guidance.
6. If any applicant leaves the examination area for any reason (e.g. bathroom break, smoke break, etc.) before completing his/her exam, the applicant's exam will be immediately graded and the applicant will be informed of the result.
7. If an applicant fails an exam, teams are not required to offer a retest to the applicant.
8. The decision to offer retests is left up to the teams. When deciding whether or not to offer retests, teams may consider factors such as the length of time the exam facility is available for administering exams, the number of applicants and the number of available VEs, etc.,
9. Teams may set a "standard" for retesting (e.g., Applicants may only miss 10-12 questions on the Element 2 and Element 3 exams and only 14-17 questions on the Element 4 exam; number of attempts to pass an exam element, etc.)

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248 **§97.503 Element standards.**

249
250 A written examination must be such as to prove that the examinee possesses the
251 operational and technical qualifications required to perform properly the duties of an amateur
252 service licensee. Each written examination must be comprised of a question set as follows:
253

254 (a) Element 2: 35 questions concerning the privileges of a Technician Class operator
255 license. The minimum passing score is 26 questions answered correctly.

256
257 (b) Element 3: 35 questions concerning the privileges of a General Class operator license.
258 The minimum passing score is 26 questions answered correctly.

259
260 (c) Element 4: 50 questions concerning the privileges of an Amateur Extra Class operator
261 license. The minimum passing score is 37 questions answered correctly.

262
263 **§97.505 Element credit.**

264
265 (a) The administering VEs must give credit as specified below to an examinee holding any
266 of the following license grants:
267

Operator class	Unexpired (or within the renewal grace period)	Expired and beyond the renewal grace period
(1) Amateur Extra	Not applicable	Elements 3 and 4.
(2) Advanced; General; or Technician granted before March 21, 1987	Elements 2 and 3	Element 3.
(3) Technician Plus; or Technician granted on or after March 21, 1987	Element 2	No credit.

268
269 (b) The administering VEs must give credit to an examinee holding a CSCE for each
270 element the CSCE indicates the examinee passed within the previous 365 days.
271

**Laurel VEC Supplemental Policy to §97.505
Element Credit**

1. An applicant must already be licensed or pass the Element 2 exam in order to receive the “grandfathered” Element credit(s) listed in **§97.505 (a)**, above.
2. Teams may use any of the following documents as proof that an applicant is authorized to receive credit for an exam element:
 - a. An original expired or photocopy of an expired license.
 - b. A letter from the FCC indicating the applicant had previously been granted a specific class of license and the date of the license grant (e.g., a specific date or a statement that includes “...prior to 21 March 1987”).
 - c. A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
 - d. A CSCE that indicates the applicant passed one or more exam elements within the previous 365 days. An expired CSCE is not acceptable proof for any Element credit.

e. A printed reference copy of an expired and cancelled license from the FCC's ULS website that indicates the applicant was previously granted a General, Advanced or Amateur Extra class license.

f. A screen print from the 1993 QRZ Database (www.qrz.com/db1993/). This database only contains calls granted between 1983 and 1993. The output looks like this:

1993 Callbook Data for N7ELD	
The following information is taken from the March 1993 QRZ Ham Radio Callsign Database. This is not the current information for this callsign. Click on the underlined callsign to see the latest information for this record.	
Callsign:	N7ELD Class: General
Name:	THOMAS B ROISUM
Effective:	14 Jul 1987
Expires:	14 Jul 1997
Address:	10165 E ARIZMO
City/State:	TUCSON AZ 85748
Previous:	KA7JRK Class: Novice

g. Teams may verify an applicant's current license (e.g., Call sign, expiration date, license class, etc.) by accessing the FCC's ULS website or using the *Session Manager software* during the Registration process of the exam session.

h. No other form of documentation is acceptable unless specifically approved by the VEC Chairman.

3. Should an applicant attend a Laurel VEC coordinated exam session and provide a CSCE from another VEC's coordinated exam session or another Laurel VEC coordinated session, Laurel VEC affiliated teams will do the following:

a. Teams will process the applicant's application, retain a copy of the other VEC's or Laurel VEC's CSCE from another VE Team and permit him/her to take one or more exam elements as requested.

b. If the applicant is successful, a Laurel VEC CSCE will be prepared indicating the exam element(s) passed, the license earned and signed by three Certifying VEs.

c. The Team Leader will explain to the applicant that...

(1) The Laurel VEC cannot immediately process the applicant's current application until the FCC accepts the applicant's previous application. In part this depends on how quickly the application is uploaded to the FCC.

(2) The applicant may immediately use his/her new privileges.

(3) Once the previous application is accepted by the FCC, the applicant's current exam result will be uploaded to the FCC data base.

d. Team Leaders do one of the following actions on the application.

(1) If using the *SessionManager* software, prepare a separate session results file for each successful applicant with a previous application pending uploading to the FCC, and forward the file via e-mail to the applicable Regional Coordinator and Chairman of the Laurel VEC explaining that the file should not be uploaded until the previous application has been accepted by the FCC.

(2) If not using the *SessionManager* software, attach a note on each successful applicant with a previous application pending uploading to the FCC, explaining that the file should not be uploaded until the previous application has been accepted by the FCC. Send an e-mail to the Regional Coordinator and Chairman of the Laurel VEC 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.

4. Upon receipt of the *SessionManager* generated file(s) that should not be uploaded or the session package with applications that should not be uploaded...

a. The Regional Coordinator will

(1) Set aside the "on hold" *SessionManager* generated files so they cannot be accidentally uploaded or

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

b. The Regional Coordinators will 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.

c. If the Regional Coordinator sees 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.

d. 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/he 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.

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

5. Once the delayed application has been processed it will be forwarded to Laurel VEC separately or with the rest of the applicable session package as appropriate.

272 **§97.507 Preparing an examination.**

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274 (a) Each written question set administered to an examinee must be prepared by a VE
275 holding an Amateur Extra Class operator license. A written question set may also be prepared
276 for the following elements by a VE holding an operator license of the class indicated:

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278 (1) Element 3: Advanced Class operator.

279 (2) Element 2: Advanced or General class operators.

280

281 (b) Each question set administered to an examinee must utilize questions taken from the
282 applicable question pool.

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284 (3) Each written question set administered to an examinee for an amateur operator license
285 must be prepared, or obtained from a supplier, by the administering VEs according to
286 instructions from the coordinating VEC.

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**Laurel VEC Supplemental Policy to §97.507
Preparing an examination**

1. Team Leaders will use the Laurel VEC on-line tool called "Exam Generator" to create license exams. This tool allows Teams to create multiple versions of each class of exam in a normal sized font and in a much larger font. Exams can be created in a pdf format or in a text format.

2. When a Team Leader generates exams using Laurel VEC software (e.g., Exam Generator) and the most recent question pool data files issued by Laurel VEC, the requirements of this Section will be met.

3. Team Leaders who choose to manually create exams must do so within the guidance provided below.

a. Each exam administered to an examinee must use questions taken from the applicable question pool maintained by the VECs.

b. Each exam ~~must be obtained from the Laurel VEC or~~ must be prepared by the Team Leader, his or her deputy or a designated and qualified Team member according to the following instructions.

(1) The questions for each class of license exam must be selected by Team members holding an operator license of the class indicated:

(a) Element 2 exam – Amateur Extra, Advanced or General Class operator;

(b) Element 3 exam – Amateur Extra or Advanced Class operator;

(c) Element 4 exam – Amateur Extra

(2) For each exam, one question must be selected from each "sub-element group" in the applicable question pool, unless otherwise directed by the VEC Chairman.

(a) There are usually up to ten sub-elements in each question pool (i.e., T1-T0, G1-G0 and E1-E0).

- (b) Each sub-element typically has 1-8 subordinate groups, depending on the pool, which are indicated by a letter (e.g., T1A-T1F, etc.; G6A-G6B: E0A, etc.)
- (c) Each group has a minimum of 10 questions.
- (d) The Technician and General class question pools each have a total of 35 groups within 10 sub-elements. One question from each group results in a 35-question exam.
- (e) The Amateur Extra class question pool has 50 groups within 10 sub-elements. One question from each group results in a 50-question exam.

(3) The Team may select, or decline to select, any specific pool question.

(4) No VE Team may alter the wording of any question in any VEC approved question pool or any answers approved and provided by the LARC VEC except as follows: Users of question pool documents are free to correct minor typographical or punctuation errors, including obvious minor omissions of same. Such corrections must not cause a change in the meaning of a question or any of the proposed answers to the questions.

(5) All exams will consist of a specified number of questions and each question will have four possible answers (i.e. A correct answer and three distractors) whether the exam is created manually or by Laurel VEC provided software except as noted below.

(6) Teams are permitted to create “fill in the blank” exams in order to accommodate an applicant with a disability. They must use questions from the question pool but instead of providing four choices let the applicant write in the correct answer.

(7) Teams must create answer keys for exams they create manually. The position of the distractors and correct answer may be manipulated to allow the correct answers to match an existing answer key.

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§97.509 Administering VE requirements.

(a) Each examination for an amateur operator license must be administered by a team of at least 3 VEs at an examination session coordinated by a VEC. The number of examinees at the session may be limited.

**Laurel VEC Supplemental Policy to §97.509 (a)
Administering VE requirements**

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. In cases where the team chooses to limit the number of applicants, pre-registration must be a requirement.

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- 298 (b) Each administering VE must:
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300 (1) Be accredited by the coordinating VEC;
301 (2) Be at least 18 years of age;
302 (3) Be a person who holds an amateur operator license of the class specified below:
303
304 (i) Amateur Extra, Advanced or General Class in order to administer a Technician
305 Class operator license examination;
306
307 (ii) Amateur Extra or Advanced Class in order to administer a General Class operator
308 license examination;
309
310 (iii) Amateur Extra Class in order to administer an Amateur Extra Class operator
311 license examination.
312
313 (4) Not be a person whose grant of an amateur station license or amateur operator
314 license has ever been revoked or suspended.
315
316 (c) Each administering VE must observe the examinee throughout the entire examination.
317 The administering VEs are responsible for the proper conduct and necessary supervision of
318 each examination. The administering VEs must immediately terminate the examination upon
319 failure of the examinee to comply with their instructions.
320

**Laurel VEC Supplemental Policy to §97.509 (c)
Administering VE requirements**

1. 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.
2. 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.

- 321
322 (d) No VE may administer an examination to his or her spouse, children, grandchildren,
323 stepchildren, parents, grandparents, stepparents, brothers, sisters, stepbrothers, stepsisters,
324 aunts, uncles, nieces, nephews, and in-laws.
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**Laurel VEC Supplemental Policy to §97.509 (d)
Administering VE requirements**

1. To avoid the appearance of any conflict of interest, favoritism by reason 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.

2. It is permissible for the VE to attend the session but he/she may not participate.
3. It is permissible for a person who teaches a licensing class to serve as a VE for students who attended the class.
4. The Team Leader may not use *SessionManager* software to prepare session files containing applications for any person described in §97.509 (d) or for any person who lives in the same household as the Team Leader.

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(e) 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.

(f) No examination that has been compromised shall be administered to any examinee.

**Laurel VEC Supplemental Policy to §97.509 (f)
Administering VE requirements**

1. No exam that has been compromised or thought to have been compromised may be administered to any applicant/examinee. These exams must be physically destroyed and removed from computer storage devices.
2. The same question set (i.e., exam) may not be re-administered to the same examinee who fails the exam during the exam session or during a subsequent exam session conducted by the same VE Team the same day.

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(g) [Reserved]

(h) Upon completion of each examination element, the administering VEs must immediately grade the examinee's answers. For examinations administered remotely, the administering VEs must grade the examinee's answers at the earliest practical opportunity. The administering VEs are responsible for determining the correctness of the examinee's answers.

**Laurel VEC Supplemental Policy to §97.509 (h)
Administering VE requirements**

The Laurel VEC does not permit remote monitoring of an exam session.

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(i) When the examinee is credited for all examination elements required for the operator license sought, 3 VEs must certify that the examinee is qualified for the license grant and that the VEs have complied with these administering VE requirements. 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.

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(j) When the examinee does not score a passing grade on an examination element, the administering VEs must return the application document to the examinee and inform the examinee of the grade.

(k) The administering VEs must accommodate an examinee whose physical disabilities require a special examination procedure. The administering VEs may require a physician's certification indicating the nature of the disability before determining which, if any, special procedures must be used.

(l) The administering VEs must issue a CSCE to an examinee who scores a passing grade on an examination element.

(m) After the administration of a successful examination for an amateur operator license, the administering VEs must submit the application document to the coordinating VEC according to the coordinating VEC's instructions.

**Laurel VEC Supplemental Policy to §97.509 (m)
Administering VE requirements**

1. Within seven days following an exam session the Team Leader will forward the exam session paperwork to the applicable Regional Coordinator.
2. Once a month, Regional Coordinators will forward all accumulated session packages received at that point to the VEC Chairman.

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§97.511 Examinee conduct.

Each examinee must comply with the instructions given by the administering VEs.

**Laurel VEC Supplemental Policy to §97.511
Examinee conduct**

1. Unless the applicant demonstrates to the VE Team that the device is turned off and is not visible to the applicant during the exam, applicants may not have in their possession any electronic devices while taking an exam. If an applicant brings a personal calculator it must be checked and approved by a member of the VE Team.
2. Prohibited items include but are not limited to the following:
 - Cell phones
 - Tablets
 - Smart Watches
 - Google Glass
 - Earbuds

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3. The Team Leader must immediately terminate the examination upon failure of the examinee to comply with the instructions of the team or individual VE.

4. The applicant's exam will not be graded and his/her paperwork will be returned to him/her without further action.

§97.513 VE session manager requirements.

(a) A VE session manager may be selected by the VE team for each examination session. The VE session manager must be accredited as a VE by the same VEC that coordinates the examination session. The VE session manager may serve concurrently as an administering VE.

(b) The VE session manager may carry on liaison functions between the VE team and the coordinating VEC.

(3) The VE session manager may organize activities at an examination session.

**Laurel VEC Supplemental Policy to §97.513
VE session manager requirements**

1. Team Leaders (e.g., VE session manager as described in Part 97) are Laurel VEC-accredited VEs who are appointed or elected by the organization that sponsors the Team and who hold an Amateur Extra Class license.

2. The Team Leader conducts all transactions between the Team and the LARC-VEC Chairman, Regional Coordinator or alternate.

3. Team Leader responsibilities are described in Appendix 5.

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§§97.515-97.517 [Reserved]

§97.519 Coordinating examination sessions.

(a) A VEC must coordinate the efforts of VEs in preparing and administering examinations.

(b) At the completion of each examination session, the coordinating VEC must collect applicant information and test results from the administering VEs. The coordinating VEC must:

(1) Screen collected information;

(2) Resolve all discrepancies and verify that the VEs' certifications are properly completed; and

(3) For qualified examinees, forward electronically all required data to the FCC. All data forwarded must be retained for at least 15 months and must be made available to the FCC upon request.

(c) Each VEC must make any examination records available to the FCC, upon request

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(d) The FCC may:

- (1) Administer any examination element itself;
- (2) Re-administer any examination element previously administered by VEs, either itself or under the supervision of a VEC or VEs designated by the FCC; or
- (3) Cancel the operator/primary station license of any licensee who fails to appear for re-administration of an examination when directed by the FCC, or who does not successfully complete any required element that is re-administered. In an instance of such cancellation, the person will be granted an operator/primary station license consistent with completed examination elements that have not been invalidated by not appearing for, or by failing, the examination upon re-administration.

§97.521 VEC qualifications.

No organization may serve as a VEC unless it has entered into a written agreement with the FCC. The VEC must abide by the terms of the agreement. In order to be eligible to be a VEC, the entity must:

- (a) Be an organization that exists for the purpose of furthering the amateur service;
- (b) Be capable of serving as a VEC in at least the VEC region (see appendix 2) proposed;
- (c) Agree to coordinate examinations for any class of amateur operator license;
- (d) Agree to assure that, for any examination, every examinee qualified under these rules is registered without regard to race, sex, religion, national origin or membership (or lack thereof) in any amateur service organization;

**Laurel VEC Supplemental Policy to §97.521
VEC Qualifications**

1. All Laurel VEC- affiliated teams of VEs will ensure that every examinee qualified for any examination under the rules and regulations of the FCC is registered for examination without regard to race, gender, sexual orientation, age, religion, national origin or membership (or lack thereof) in any amateur service organization (e.g. amateur radio club, etc.).

2. Failure to comply with this supplemental policy may result in any of the following actions:

- a. Team decertification
- b. Team Leader discredited as a VE
- c. Team members discredited as a VE
- d. Referral to the FCC for further action as deemed appropriate

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§97.523 Question pools.

All VECs must cooperate in maintaining one question pool for each written examination element. Each question pool must contain at least 10 times the number of questions required for a single examination. Each question pool must be published and made available to the public prior to its use for making a question set. Each question on each VEC question pool must be prepared by a VE holding the required FCC-issued operator license. See §97.507(a) of this part.

**Laurel VEC Supplemental Policy to §97.523
Question pools**

1. When the Question Pool Committee (QPC) of the National Conference of Volunteer Examiner Coordinators announces that a new question pool is being developed, all Laurel VEC-accredited VEs are encouraged to write and submit questions for inclusion in the question pools. VEs have the option to correspond directly with the QPC by e-mail gpcinput@ncvec.org or through the Laurel VEC.
2. The Laurel VEC Chairman will review and consolidate all recommended changes received and will submit them to the Chair of the QPC.
3. Each VE submitting changes must hold an amateur operator license grant of the following Class for the applicable exam element:
 - a. For Element 2 questions the VE must hold an Amateur Extra Class, Advanced Class, or General Class license;
 - b. For Element 3 questions the VE must hold an Amateur Extra Class or Advanced Class license;
 - c. For Element 4 questions the VE must hold an Amateur Extra Class license.
4. Each team is encouraged to evaluate frequently the clarity, accuracy and relevancy of the question pools and to provide recommended changes to the VEC Chairman unless otherwise directed.

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§97.525 Accrediting VEs.

- (a) No VEC may accredit a person as a VE if:
- (1) The person does not meet minimum VE statutory qualifications or minimum qualifications as prescribed by this part;
 - (2) The FCC does not accept the voluntary and uncompensated services of the person;
 - (3) The VEC determines that the person is not competent to perform the VE functions; or
 - (4) The VEC determines that questions of the person's integrity or honesty could compromise the examinations.

463 (b) Each VEC must seek a broad representation of amateur operators to be VEs. No VEC
464 may discriminate in accrediting VEs on the basis of race, sex, religion or national origin; nor on
465 the basis of membership (or lack thereof) in an amateur service organization; nor on the basis of
466 the person accepting or declining to accept reimbursement.
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**Laurel VEC Supplemental Policy to §97.525
Accrediting VEs**

1. The Laurel VEC seeks a broad representation of amateur operators to be VEs. The Laurel VEC, however, accredits only the minimum number of VEs it finds necessary to effectively accomplish its mission.
2. No VE may be encumbered by any conflict of interest or appearance of conflict of interest, with their other activities while preparing and administering examinations coordinated by the Laurel VEC.
3. Each VE accredited by the Laurel VEC must be:
 - a. At least 18 years of age; and
 - b. A person who holds an FCC-issued Amateur Extra, Advanced or General Class operator license grant.
4. The Laurel VEC will not accredit as a VE any person whose grant of an FCC amateur station license or amateur operator license has ever been revoked or suspended.
5. The Laurel VEC will not accredit a prospective VE whose VE accreditation has been revoked by another VEC.
6. The Chairman of the Laurel VEC is the final approving authority for accrediting VEs who wish to work with a Laurel VEC team. Upon approval, the Laurel VEC will issue a certificate to the newly accredited VE and that certificate will be e-mailed to the appropriate Team Leader for distribution.
7. The Laurel VEC will not accept the services of convicted felons. There are too many State and local laws that cover the subject of convicted felons which makes it impossible to develop a national policy. Team Leaders will follow local laws when accepting the volunteer services of people convicted of any other offense.
8. Team Leaders recruit members for his/her Team as needed by providing a Laurel VEC VE application to a person interested in serving with and for that Team.
9. Team Leaders may not discriminate in recruiting VEs on the basis of:
 - a. Race, gender, sexual orientation, age, religion or national origin;
 - b. Membership (or lack thereof) in an amateur service organization (e.g., Amateur Radio Club);
 - c. Part 97 prohibits discrimination based on the person accepting or declining to

accept reimbursement. However, since the Laurel VEC does not charge fees for administering exams, this prohibition is moot.

10. It is up to the Team Leaders to determine whether to accept the services of any ham who wants to help out.

If a Team Leader does not want to accept someone's services, they do not have to accept them. The Team Leader does not have to tell the applicant why his/her services are not accepted. In fact, it is probably best not to provide any explanation other than to tell the prospective volunteer that his/her services are not required.

11. Team Leaders will verify the applicant's qualification to be a VE and submit the completed application of the prospective VE's to the Chairman or regional coordinator as appropriate for final approval.

a. While some VEs work with multiple Laurel VEC teams, all Laurel VEC VEs are accredited through the Team with which they will primarily work as indicated on their initial application.

b. When a person who wants to join a VE team and claims to already be certified by the Laurel VEC, the Team Leader will contact his/her Regional Coordinator to confirm the claim. If the Regional Coordinator is unable to confirm the claim, he/she will contact the Laurel VEC for confirmation.

12. No prospective VE will be accredited unless his/her application is signed by the applicable Laurel VEC Team Leader. Unsigned VE applications will be discarded by the VEC Chairman without additional action.

13. Team Leaders have the option of:

a. Forwarding VE application with their exam session package

b. Mailing the application(s) directly to the VEC Chairman or

c. Scanning the prospective VE's application to become a VE as a pdf file and e-mailing them directly to VEC Chairman.

14. Team Leaders may use the services of a prospective VE pending formal accreditation or denial. The prospective VE must be at least 18 years of age, hold an FCC-issued Amateur Extra, Advanced or General Class operator license grant. Unless absolutely necessary, a prospective VE should not be used to sign the NCVET Form 605 or the CSCE until certified by the VEC Chairman.

15. Laurel VEC accredited VEs will notify the VEC Chairman whenever their call sign or name is changed. Team Leaders will also notify their respective Regional Coordinator whenever their call sign or name is changed. This may be done by e-mail or via a note through the Team Leader.

468
469
470

471 **§97.527 Reimbursement for expenses.**

472

473 VEs and VECs may be reimbursed by examinees for out-of-pocket expenses incurred in
474 preparing, processing, administering, or coordinating an examination for an amateur operator
475 license.

476

477

**Laurel VEC Supplemental Policy to §97.527
Reimbursement for expenses**

1. Since its inception in 1984, the Laurel VEC, has never charged a fee for its services. That policy continues today. All Laurel VEC sponsored exam sessions and related services (e.g., administrative updates, etc.) will be conducted free of charge.

a. The operating expenses of each VE Team affiliated with the Laurel VEC are normally funded by a sponsoring organization (e.g., A Radio Club). In a few instances, the members of the VE Team share the operating expenses among themselves.

b. Laurel VEC accredited VEs may not, under any circumstance, solicit or accept donations of any kind (monetary or non-monetary) from applicants for their services as a VE or as a team.

c. If a Laurel VEC coordinated examination session is held in conjunction with a Hamfest, convention, or gathering, an examinee **must not be required** to pay an entrance fee in order to gain access to the area where the examination session is held. **Laurel VE-affiliated VE Teams may not administer exams at any event that requires the applicant to pay a fee to gain access to the area where the exam session is held.**

e. If an applicant desires to make a donation, VEs should advise the applicant to make the donation to the sponsoring organization (e.g., amateur radio club).

(1) In such a situation, the VEs may accept the donation on behalf of the sponsoring organization and will deliver the donation to the sponsoring organization as soon as possible following the exam session.

(2) If there is no sponsoring organization, the VEs may not accept a donation of any kind.

478

479 **Appendix 4**

480 **Laurel VEC Policies, Procedures and Instructions**

481 **Introduction**

482
483
484
485
486 a. The principal statutory authority for amateur radio license exams is CFR Title 47, Part 97,
487 Subpart F - Qualifying Examination Systems and is the foundation of the Laurel VEC policies,
488 procedures and instructions regarding activities related to the amateur radio licensing system.
489

490 b. Each of the 14 VECs adheres to the rules contained in Part 97. Several, if not all VECs,
491 have additional rules, policies, procedures and instructions for preparing and administering
492 amateur radio license exams. Some of these may be common among all VECs while others are
493 unique to a specific VEC.
494

495 c. The policies, procedures and instructions in this document apply to all VEs accredited by
496 the Laurel VEC. Each Laurel VEC-accredited VE, individually and collectively as a member of a
497 Team agrees to comply with these instructions and policies and Part 97 while preparing,
498 administering and processing an examination coordinated by the Laurel VEC.
499

500 d. Failure to comply with the FCC rules and regulations and/or the policies, procedures and
501 instructions of the Laurel VEC may result in the following:
502

- 503 (1) Suspension or decertification of the VE Team as determined by the Chairman of the
504 Laurel VEC
- 505 (2) Suspension or dis-accreditation of VE status as determined by the Chairman of the
506 Laurel VEC
- 507 (3) Suspension or revocation of license by the FCC and
- 508 (4) Other penalties as determined appropriate by the FCC
509

510 e. Questions about the policies, procedures and instructions described in this document
511 may be referred to the applicable Regional Coordinator and or to the Chairman of the Laurel
512 VEC.
513

514 f. Recommendations to add to, delete from or modify these instructions and policies may be
515 sent directly to the Chairman of the Laurel VEC through the applicable team leader.
516
517

518 **1. Exam Sessions**

519

520 a. The Laurel VEC **will not** coordinate any examination session held at any event (e.g.,
521 Hamfest, convention, gathering, etc.) that requires an applicant to pay an entrance fee in order
522 to gain access to the area where the examination session is held.

523

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

527

528 c. If a Team schedules an exam session and no applicants show up, the Team Leader must
529 complete and submit a Session Summary Report and VE Sign-in Sheet to the appropriate
530 Regional Coordinator within 7 days of the scheduled exam.

531

532 d. Teams will advertise their exam sessions with sufficient advanced notice so that potential
533 applicants can make plans to attend.

534

535 (1) Team Leaders will use the Team Leader Interface on the Laurel VEC website to
536 access their team's page to add, delete and change information therein, including
537 contact information, exam location and exam dates and times
538 (<https://www.laurelvec.com/?pg=leaderlinks>).

539

540 (2) Teams may accept walk-in applicants or they may require applicants to pre-register
541 for an exam session. If teams choose to require pre-registration, the team must
542 advertise that pre-registration is required and provide information on how to pre-register
543 (e.g., via e-mail, phone, an on-line process, etc.).

544

545 (3) Teams may require applicants provide a FCC Registration Number (FRN) in lieu of a
546 Social Security Number (SSN). If a Team requires applicants to have a FRN they must
547 advertise that fact, inform all applicants prior to the exam session of that requirement
548 and provide guidance on how to acquire a FRN or have the capability at the exam site to
549 allow applicants to acquire a FRN.

550

551 (4) Teams must publicize the requirement for applicants to bring a government issued
552 photo ID and the original and copies of any element credits including but not limited to:

553

554 (a) Their current license (original copy, Reference Copy or Official Copy, if
555 applicable),

556 (b) The original and copy of Certificates of Successful Completion of Exam (CSCE).

557 (c) The original and a copy of a letter from the FCC stating the applicant was
558 previously licensed and identifies the previous class of license.

559 (d) A copy of the cover and applicable page from a Call Sign book showing the date.
560 of publication, the applicants name, call sign, and class of license.

561

562 (2) Team Leaders may choose to advertise their exam sessions in various media as
563 deemed appropriate. Advertisements must include the date, time, location, and contact
564 information as well as any requirements (e.g., Photo ID, FRN, etc.). Examples of other
565 appropriate places to advertise exam sessions include but are not limited to the
566 following:

567

568 (a) ARRL website - www.arrl.org/non-arrl-exam-session-registration

- 569
- 570 (b) Laurel VEC website
- 571 (c) Club website
- 572 (d) Club newsletter
- 573 (e) Local repeaters and nets
- 574 (f) Local newspapers
- 575 (f) Social media (e.g., Facebook, etc.)
- 576 (h) Personal contact with applicants
- 577

578 **Notes:**

- 579
- 580 1. Teams may access the FCC's ULS website or use the *SessionManager* software with
- 581 the most recent FCC data base download to confirm the applicant's current license class
- 582 and element credit.
- 583 2. Teams do not need to retain a copy of an applicant's license.
- 584 3. Teams may take a photo of the applicant if the applicant gives permission, print it out
- 585 and include it with the applicant's paperwork if the applicant does not have a photo ID. If
- 586 the applicant does not give permission to be photographed, the Team may deny the
- 587 applicant the opportunity to take an exam.
- 588

589 e. Teams are not required to offer an applicant who fails an element exam the opportunity

590 to retest that element.

591

592 (1) If a team chooses to offer applicants the opportunity to retest a failed exam element

593 they may establish a standard for retesting such as a maximum number of failed

594 questions (e.g., 10-12 failed questions on the Element 2 and 3 exams; 14-17 failed

595 questions on the element 4 exam, etc.).

596

597 (2) If a team offers applicants the opportunity to retest a failed exam element they may

598 not administer the same exam or question set to the applicant during the same exam

599 session.

600

601 f. Following the completion of the examination, teams are permitted and encouraged to

602 discuss with each examinee the correct answer to each question missed. The Team is not

603 required to have such discussions and may choose not to have them. If such discussions do

604 occur they should be conducted at the conclusion of the exam session or in a manner and

605 location that will not disturb other applicants still testing.

606

607 **2. VE Team Responsibilities**

608

609 a. Laurel VEC-affiliated teams agree to the following requirements:

610

611 (1) They will schedule and conduct a minimum of three exam sessions per year.

612

613 (2) They will conduct exam sessions and administer exams free of charge. Absolutely

614 no costs will be passed to the applicants.

615

616 (3) They or their sponsoring organization will assume responsibility for all costs related

617 to conducting exam sessions.

618

619 (4) They will maintain up-to-date contact information, annual exam schedule and exam
620 session location information on the Laurel VEC website via the Team Leader Interface.

621
622 (5) They will post their annual exam schedule for the following year on the Laurel VEC
623 website prior to 1 November of every year or as soon as the Team is able to establish an
624 exam schedule via the Team Leader Interface.

625
626 b. Laurel VEC-accredited VEs may not solicit applicants for donations or services in order to
627 pay the costs related to conducting exam sessions. The costs related to conducting amateur
628 radio license exams are normally paid by the organization sponsoring the VE Team.

629
630 c. Laurel VEC-accredited VEs will perform all activities related to amateur radio license
631 exams in accordance with the policies, procedures and instructions of the Laurel VEC and the
632 applicable rules of the Federal Communications Commission including but not limited to the
633 following:

- 634
- 635 (1) Scheduling and conducting exam sessions
- 636 (2) Providing an annual exam schedule and updates as required
- 637 (3) Assuming the costs of all activities related to amateur radio license exams.
- 638 (4) Preparing written exams
- 639 (5) Logistical support
- 640 (6) Conducting exam sessions
- 641 (7) Post-exam activities

642
643 **3. VE Roles and Responsibilities**

644
645 a. Team Leader – The Team Leader is in charge of the exam session and is accountable to
646 the VEC Chairman for conducting an exam session in accordance with the applicable rules and
647 regulations of the FCC and the policies, procedures and instructions of the Laurel VEC. Team
648 Leader responsibilities are described in greater detail in Appendix 5.

649
650 b. Administering VE – Any VE, including the Team Leader, who participates in the exam
651 session is an administering VE. Administering VEs perform tasks assigned by the Team Leader
652 and are accountable to the Team Leader and the VEC Chairman for performing their assigned
653 duties in accordance with the applicable rules and regulations of the FCC and the policies,
654 procedures and instructions of the Laurel VEC.

655
656 Depending on the number of administering VEs available at an exam session, the
657 administering VEs could perform every task associated with conducting an exam session or if
658 there are sufficient numbers of VEs available, the tasks could be divided among them. These
659 tasks include but are not limited to the following:

- 660
- 661 (1) Registering applicants
- 662 (2) Administering exams to the applicants
- 663 (3) Grading exams
- 664 (4) Preparing and signing appropriate forms (e.g., NCVEC Form 605 and a CSCE)

665
666 c. Certifying VE – Certifying VE are three administering VEs designated by the Team
667 Leader to certify, by their signatures on appropriate forms, that an applicant is qualified for a
668 license grant or has earned an element credit by exam and the administering VEs have

669 complied with the VE requirements described in the applicable FCC rules and regulations and
670 the policies, procedures and instructions of the Laurel VEC.

671
672 (1) The certifying VEs are jointly and individually accountable to the Team Leader, the
673 VEC Chairman and the FCC for the proper administration of each element exam.

674
675 (2) The certifying VEs may delegate to other qualified administering VEs their authority,
676 but not their accountability, to perform other tasks to include but not limited to the
677 following:

- 678
679 (a) Registering applicants
680 (b) Administering exams
681 (c) Grading exams
682 (d) Preparing appropriate forms to be signed by the certifying VEs
683

684 **4. Exam Session workflow activities.** The workflow in a typical exam session generally
685 consists of the following phases and proceeds in the order depicted.

- 686
687 a. Registration
688
689 b. Examination
690
691 c. Grading
692
693 d. Notification
694
695 e. Document Preparation and Signing
696
697 f. Certificate Awarding
698

699 Within each phase certain actions are conducted. Teams may be required to make slight
700 modifications of the workflow to accommodate their local conditions (e.g., The number of
701 available VEs during an exam session, the number of applicants, etc.). This section describes
702 the actions within each phase of the workflow and is to be considered VEC policy.
703

704 **5. Registration Phase**

705
706 The Registration Phase includes several tasks:

- 707
708 • Completion of application and other forms
709 • Identification confirmation
710 • Element credit verification

711
712 a. Application and other forms.

713
714 (1) Each applicant desiring to take an exam, requesting an administrative update to
715 his/her license or requesting a “paperwork upgrade” must complete the NCVEC Form
716 605 or provide the required information if the team is using the *SessionManager*
717 software at the exam session and other Team or VEC-required forms, as required by the
718 VE team.
719

720 (2) VEs should provide instructions on completing the NCVEC Form 605 and other
721 Team or VEC-required forms, as determined appropriate.
722

- 723 • Each applicant must provide all of the information required on the NCVEC Form
724 605 and other Team or VEC-required forms.
- 725 • The NCVEC Form 605 must be complete, accurate and legible.
- 726 • The VEs must return any NCVEC Form 605 to the applicant if it is incomplete,
727 inaccurate and/or illegible for correction and/or completion.
728

729 (3) Each applicant requesting any administrative update(s), must provide documentation
730 for each requested update as indicated below. **VEs will not process a request for an**
731 **administrative update if the required documentation is not provided.**
732

733 (a) Change of Name – The VEs performing the Registration function will request
734 proof of the name change. Acceptable proof of a name change includes one of the
735 following:
736

- 737 • Documents showing both the old and new name
- 738 • A document showing the old name and a photo ID showing the new name or
- 739 • Marriage, Divorce and Adoption certificates or decrees and
- 740 • Other documents may be used.
741

742 (b) Change of mailing address - The VEs performing the Registration function will
743 request proof of the change of address. Examples of acceptable proof of an address
744 change include but are not limited to the following:
745

- 746 • Any document that indicates the applicant's new address (e.g., Applicant's
747 driver's license, library card, etc.) or
- 748 • Any document that indicates that the applicant receives mail at the new
749 address (e.g., A tax bill, electric bill, water bill, etc.).
750

751 (c) Renewal of license – The Laurel VEC will accept and process all requests to
752 renew eligible licenses including Vanity licenses.
753

754 (4) **The VE Team will take no action, including administering an exam unless and**
755 **until the applicant completes the NCVEC Form 605 or provides the required**
756 **information if the team is using the *SessionManager* software at the session.**
757

758 (5) **Teams will develop procedures to ensure that every NCVEC Form 605**
759 **requiring action by the FCC (e.g., Administrative updates, new license grants or**
760 **upgrades of an existing license) is signed by the applicant before the applicant**
761 **departs the exam facility.**
762

763 **Note:** Unsigned applications will be returned to the applicable Team Leader who will
764 take all necessary steps to acquire the applicant's signature on the form. Until the
765 signed application is received by the Regional Coordinator or the VEC Chairman, no
766 further action will be taken on that application.
767

768 **Note:** The FCC went paperless in February 2015. In order to streamline procedures
769 and save money, the FCC stopped routinely printing and mailing licenses. There are a

770 number of ways a license holder can obtain an official copy of their license including by
771 e-mail. Any person with a FRN can log into the FCC ULS License Manager System
772 <http://wireless.fcc.gov/uls/> with their FRN and password and choose 'Set Paper
773 Authorization Preferences'. This option determines whether a user will receive paper
774 authorizations (printed license and FRN information) from the FCC for future mailings.
775 Team Leaders should encourage all applicants to include their e-mail on the NCVCEC
776 Form 605 in order to receive their license electronically.. This information is still optional
777 and the decision to include or exclude this information is left entirely to the applicant.
778

779 b. Identification Confirmation.

780
781 (1) VEs must each confirm the identity of each applicant before he/she are allowed to
782 take an exam or request an administrative update to their license. The purpose of
783 confirming an applicant's identification is twofold:

784 (a) Ensure that the person appearing before him/her is the same person who has
785 completed and signed the NCVCEC Form 605 and

786
787 (b) Avoid situations in which someone hijacks the license of an amateur who has the
788 same name as the prospective license "hijacker".
789

790
791 (2) **No applicant will be allowed to take an exam until his/her identity has been**
792 **confirmed.**

793
794 (3) Only one form of ID is required. Examples of acceptable forms of ID include but are
795 not limited to the following:

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

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

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

799 (d) The Team leader may devise procedures to confirm the identity of youth who do
800 not possess any form of identification.

801
802 **Note:** Each time an applicant leaves the sight of the confirming VE (such as when
803 an applicant moves from the registration room of the facility to the test room), a VE
804 must confirm the applicant's identity. Teams do not have to re-identify an applicant if
805 testing is administered in the same room as registration and the applicant's ID was
806 checked during Registration.

807
808 c. Element credit. Claims for element credit can be made in conjunction with taking an
809 exam or without taking an exam, which is referred to as a "Paperwork Upgrade".
810

811
812 (1) Applicants must show proof of their current class of license if they desire to upgrade
813 their existing license. Examples of acceptable proof include but are not limited to the
814 following:

815 (a) Original signed copy of their current license
816
817
818
819
820

821 (b) A signed "Official Copy" of their current license

822

823 (c) A signed "Reference Copy" of their current license

824

825 **Note:** There will be occasions when an applicant does not bring proof of his/her current
826 class of license. While it is the responsibility of the applicant to provide proof of his/her
827 license status, VEs may access the ULS website or use the *SessionManager* software
828 prior to administering an exam, to confirm the applicant's license class and call sign.

829

830 **Note:** VEs should compare the signature on the applicant's license to the signature on
831 the application and if applicable, to the signature on the photo ID.

832

833 **Note:** It is not necessary for the VE Team to retain or forward a copy of the applicant's
834 license.

835

836 (2) Other element credit. Applicants claiming credit for an exam element must provide
837 the original and copies of all documentation supporting a claim of exam element credit.
838 Examples include and are limited to the following:

839

840 (a) A CSCE that was issued 365 days or less from the date of the current exam
841 session.

842

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

845

846 (c) An expired General class license for Element 3 credit.

847

848 (d) An expired Advanced class license for Element 3 credit.

849

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

851

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

854

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

857

858 **Note:** The VEs performing Registration must retain copies of each Element credit
859 claimed by each applicant except the applicant's current license. All forms of
860 identification and original copies of other documents will be returned to the applicant at
861 the end of the Registration process.

862

863 (3) If the VEs are unable to confirm the applicant's license class and call sign, the
864 applicant will be allowed to take any element exam(s) he desires. In this case, a VE,
865 preferably the Team Leader, will inform the applicant of the following:

866

867 (a) If the applicant passes an exam, the NCVET Form 605 and CSCE will be
868 marked to indicate the applicant is not qualified for a higher class of license because
869 the current class of license could not be confirmed.

870

- 871
- 872
- 873
- 874
- 875
- 876
- 877
- In Section 2 of the NCVEC Form 605 the box next to the statement “NO NEW LICENSE OR UPGRADE WAS EARNED” will be marked.
 - The CSCE will be marked to indicate which exam element(s) the applicant passed and all classes of licenses will be marked in a manner so that “None” is the only visible result.
- (b) 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. 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.

885

886 **6. Examination Phase**

887

888 a. Prior to the start of administering exams, a member of the VE Team must provide

889 minimal instructions to the applicants to include but not limited to the following:

- 890
- 891 (1) Applicants must follow the instructions of the VEs at all times. Failure to comply will
- 892 result in the offending applicant having his/her exam terminated without further action.
- 893
- 894 (2) Applicants may not have in their possession any electronic devices while taking an
- 895 exam. Applicants must turn off their electronic devices and they may be not visible to
- 896 the applicant during the exam. Failure to comply will disqualify the applicant from further
- 897 participation in the examination session.
- 898
- 899 (3) Cell phones may not be used as calculators and must be turned off while exams are
- 900 being administered.
- 901
- 902 (4) Smart watches and Google Glass/Glasses may not be brought to the examination
- 903 area (e.g., the tables, stations, etc., where the applicant will sit to take his exam).
- 904
- 905 (5) Applicants who bring calculators must have them checked by a VE to ensure nothing
- 906 is stored in the memory.
- 907
- 908 (6) Other instructions, requirements and prohibitions as the team may decide are
- 909 appropriate.
- 910
- 911 (7) The team’s retest policy.

912

913 b. A minimum of three appropriately qualified VEs will administer the exams and must

914 constantly observe the applicants while they take their exam.

- 915
- 916 (1) Staff the session with as many VEs as needed to smoothly administer the exams.
- 917
- 918 (2) Generally, one VE per four applicants is recommended, but the specific ratio will
- 919 vary. More experienced Teams can operate with lower VEs per applicant ratio.
- 920
- 921 (3) The chart below identifies the qualification of VEs to administer exams.

	Element 2 Exam	Element 3 Exam	Element 4 Exam
Who can administer an exam?	General, Advanced, and Amateur Extra	Advanced and Amateur Extra	Amateur Extra

923

924

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c. VEs who are administering exams may not simultaneously perform other activities (e.g., Read printed or electronic media, play games on electrical devices, engage in conversation with applicants, VEs or other personnel) unless it is related to their duties as an administering VE, etc.

d. The VEs shall administer exams per the request of each applicant.

(1) Exams can be taken in any order

(2) An exam does not need to be graded prior to the applicant starting another exam

(3) An applicant may request a large print exam in lieu of an exam using a smaller font.

(4) An applicant may request that an exam be read to him or her.

e. Three qualified VEs shall participate in reading an exam to an applicant when requested.

(1) The VEs will take turns reading the exam questions and the four possible correct answers

(2) The applicant will identify the correct answer and mark the answer sheet if appropriate or

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

(4) 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.

f. If an applicant fails an element exam, the team is not required to administer a retest.

(1) If a Team chooses not to administer retests, they must inform each applicant of that decision prior to administering exams.

(2) If a Team establishes minimum standards for retesting they must inform each applicant of the standard prior to administering exams.

(3) If the applicant chooses not to retest or fails all subsequent retests, and the applicant is not requesting any administrative updates to his license, teams not using the *SessionManager* software at the exam session will return the applicant's NVEC Form

966 605 (Unmarked by the VE team) and all copies of any claimed element credit to the
967 applicant. Teams using the *SessionManager* software will not generate a paper copy of
968 the NCVEC Form 605.
969

970 **7. Grading Phase**

971 Each exam will be graded by three qualified VEs as quickly as possible after the applicant
972 completes the exam. The chart below identifies which VEs may grade which exams.
973

	Element 2 Exam	Element 3 Exam	Element 4 Exam
Who can Grade an exam?	General, Advanced, and Amateur Extra	Advanced and Amateur Extra	Amateur Extra

974 **8. Notification**

975 a. Each applicant will be notified of the results of each exam taken as soon as possible after
976 grading is complete. Notification is normally performed by the Team Leader.
977

978 b. VEs should not interrupt an applicant while he/she is taking an exam to inform him/her of
979 the result of a previous exam.
980

981 c. VEs must inform applicants who fail an exam of the results as quickly as possible after
982 grading the exam and in a respectful manner.
983

984 (1) If the team policy is to offer applicants a chance to retest, do so at this time.
985

986 (2) Let the applicant retest according to the Team's retest policy
987

988 (3) If the team policy does not offer a chance to retest, the applicant declines to retest,
989 did not request any administrative actions or did not pass any element exam, return all of
990 the applicant's paperwork (e.g., NCVEC Form 605, copy of license, copy of element
991 credit) to the applicant except local and VEC provided forms.
992
993
994

995 **9. Document preparation and signing**

996 a. Any person (e.g., VE, non-VE, ham, non-ham) participating in the exam session and not
997 taking an exam, may prepare the NCVEC Form 605 and CSCE for signing. Preferably a VE
998 performs this task.
999

1000 (1) The NCVEC Form 605 must be marked as appropriate in Section 2 to indicate the
1001 class of license earned or that no license or upgrade was earned.
1002

1003 (2) The CSCE must be marked to indicate the following:
1004

1005 (a) The element exam(s) passed, if appropriate
1006

1007 (b) The class of license earned, if appropriate
1008
1009

1010 b. When the examinee is credited for all examination elements required for the operator
1011 license sought, three qualified VEs (“Certifying VEs”) must certify that the examinee is qualified
1012 for the license grant and that the VEs have complied with the administering VE requirements.

1013
1014 (1) Only VEs accredited by the Laurel VEC may serve as “Certifying VEs”.

1015
1016 (2) The three qualified VEs certify that the examinee is qualified for a new license grant
1017 or an upgrade to an existing license grant and that the VEs have complied with the
1018 administering VE requirements by their signatures on the NCV EC Form 605 and the
1019 CSCE.

1020
1021 c. Three qualified VEs must sign the NCV EC Form 605 and CSCE whether the applicant
1022 passed an exam, applied Element credit for an upgrade, or passed an element and did not earn
1023 a license or an upgrade. VE qualification for signing the NCV EC Form 605 and CSCE is shown
1024 in the chart below.

	Qualified for Technician by Element 2 Exam	Qualified for General by Element 3 Exam or Element 3 Credit	Qualified for Amateur Extra by Element 4 Exam or Element 4 Credit
Who can Sign NCV EC Form 605 & CSCE	General, Advanced, and Amateur Extra	Advanced and Amateur Extra	Amateur Extra

1025
1026
1027 d. The same three VEs who sign the NCV EC Form 605 must also sign the CSCE preferably
1028 in the same order.

1029
1030 e. Any NCV EC Form 605 used solely for an administrative action, must have the “**No New**
1031 **License Or Upgrade Was Earned**” box checked.

1032
1033 f. The NCV EC Form 605 used solely for administrative actions (e.g., Address change, name
1034 change, etc.) does not need to be signed by VEs.

1035
1036 g. If an applicant fails to pass any exam element and has not requested any administrative
1037 actions, the applicant’s NCV EC Form 605 will be returned without any marks or signatures by
1038 VEs.

1039
1040 **10. Certificate awarding.** This activity is normally done by the Team Leader for those
1041 applicants who earned a new license or upgraded an existing license.

1042
1043 **a. The Team Leader will review each applicant’s paperwork for completeness,**
1044 **accuracy, legibility and to ensure that no certificate is awarded to an applicant before the**
1045 **applicant departs the exam session facility if:**

1046
1047 (1) The applicant’s NCV EC Form 605 is not signed by the applicant and three (3)
1048 certifying VEs and or

1049

1050 (2) the applicant's CSCE is not signed by the same three certifying VEs who signed the
1051 applicant's NCVEC Form 605.

1052
1053 b. Upon presenting the CSCE, the Team Leader or other VE must inform the applicant of
1054 the following:

1055
1056 (1) New Licensees must wait until his/her license is granted before he/she can begin
1057 using his/her license privileges.

1058
1059 (2) If already licensed, he/she may immediately begin using his/her new license
1060 privileges but must add the following identifier as appropriate until the applicant's
1061 upgrade is in the FCC's ULS data base:

1062
1063 (a) Upgraded from Novice to Technician class: When operating on Phone and using
1064 his/her new Technician privileges, append his/her call sign with the phrase
1065 "Temporary [or interim] Kilo Tango". When operating digital or CW and using his/her
1066 new Technician class privileges, add "/KT" following your call sign.

1067
1068 (b) Upgraded from Novice or Technician class to General: When operating on
1069 Phone and using his/her new General class privileges append his/her call sign with
1070 the phrase "Temporary [or interim] Alpha Golf". When operating digital or CW and
1071 using his/her new General class privileges, add "/AG" following your call sign.

1072
1073 (c) Upgraded from Novice, Technician, General or Advanced to Amateur Extra class.
1074 When operating on Phone and using his/her new Amateur Extra class privileges,
1075 append his/her call sign with the phrase "Temporary [or interim] Alpha Echo". When
1076 operating digital or CW and using his/her new Amateur Extra class privileges, add
1077 "/AE" following your call sign.

1078
1079 (3) Any element credit indicated on the CSCE is valid for 365 days from the date it was
1080 issued.

1081
1082 **11. Post-exam Session Activities**

1083
1084 The following activities are performed by the Team Leader and are part of the Team Leader
1085 responsibilities described in Appendix 5. Required forms are described in Appendix 7.

1086
1087 a. Review, organize and collate exam session paperwork.

1088
1089 (1) Review all applicant paperwork for completeness, accuracy and legibility.

1090
1091 (a) *This should be done prior to the applicant and VEs leaving the exam session*

1092
1093 (b) *Correct the paperwork as required and acquire signatures as appropriate*

1094
1095 (2) Collate the session-related paper work as follows and place on top of first
1096 application:

1097
1098 (a) VE Session Summary Report

1099
1100 (b) VE Sign-in sheet

1101
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1150

(c) Registration Log

(3) Collate each applicant's paperwork as follows:

(a) **Administrative updates only.** Collate and staple each applicant's paperwork who requests only an administrative update (e.g., License renewal, address change, name change, call sign change, etc.) in the following order:

- NCVEC Form 605
- Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
- Supporting documents as required

(b) **Applicant passed at least one exam element.** Collate and staple the paperwork of each successful applicant (i.e. an applicant who passes at least one exam element) in the following order:

- NCVEC Form 605
- Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
- Copies of element credit (if applicable)
 - Copy of expired license or reference copy of an expired license from the FCC ULS website.
 - CSCE (issued within 365 days of date of exam session)
 - FCC Letter
 - A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
- The answer sheets from each failed and passed exam. This is not applicable for a "paperwork only upgrade."
- All "scratch papers" on which the applicant wrote anything (e.g., formulas, calculations, etc.) during the exam. The applicant must print or sign his/her name on the paper(s).
- Do you need glasses? A copy of the newly issued CSCE **unless exempted by the applicable Regional Coordinator.** Team Leaders may request exemption from their Regional Coordinator.

(c) **Unsuccessful applicant.** Collate and staple the paperwork of each unsuccessful applicant (i.e. an applicant who does not pass at least one exam element and does not request any administrative updates) in the following order:

- Local or VEC-provided forms (e.g., Registration form, checklist, etc.) as appropriate
- The answer sheets from each failed exam
- All "scratch papers" on which the applicant wrote anything (e.g., formulas, calculations, etc.) during the exam. The applicant must print or sign his/her name on the paper(s).

(d) **Paperwork upgrade.** Collate and staple the paperwork of each applicant who is upgraded based on non-exam related element credit only.

- 1151 • NCVEC Form 605
- 1152 • Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
- 1153 • Copies of element credit (if applicable)
- 1154 • Copy of expired license or reference copy of an expired license from the
- 1155 FCC ULS website.
- 1156 • CSCE (issued within 365 days of date of exam session)
- 1157 • FCC Letter
- 1158 • A copy of the cover and applicable page from a Call Sign book showing
- 1159 the date of publication, the applicants name, call sign, and class of
- 1160 license.
- 1161 • Really! Do you need glasses? A copy of the newly issued CSCE **unless**
- 1162 **exempted by the applicable Regional Coordinator.** Team Leaders may
- 1163 request exemption from their Regional Coordinator.
- 1164

1165 b. If not authorized by the VEC Chairman or a Regional Coordinator to use VEC software,

1166 the Team Leader will forward the session paperwork to his/her Regional Coordinator or VEC

1167 Chairman, if appropriate, within seven days of the date of the exam.

1168

1169 c. If authorized by the VEC Chairman or a Regional Coordinator to use the

1170 *SessionManager* software, the Team Leader will prepare the exam session results for uploading

1171 to the FCC.

1172

1173 (1) When preparation is complete, the Team Leader will create and e-mail an encrypted

1174 data file to his/her Regional Coordinator or VEC Chairman, if appropriate, within seven

1175 days of the exam session or sooner, for uploading to the FCC.

1176

1177 (2) The Team Leader will forward the session paperwork to his/her Regional

1178 Coordinator or VEC Chairman, if appropriate, within seven days of the date of the exam.

1179

About *SessionManager* – A limited overview.

1180

1181 a. *SessionManager* is a software application developed for the Laurel VEC to enable

1182 designated Team Leaders, Regional Coordinators and the Chairman of the Laurel VEC to

1183 prepare a team's exam session results for uploading and/or to upload a team's session results

1184 to the FCC's ULS data base.

1185

1186 b. Use of the *SessionManager* software reduces errors and produces faster results from the

1187 FCC.

1188

1189 c. **No Team has a right to use the VEC software.**

1190

1191 d. Teams will be offered the use of the *SessionManager* software solely at the discretion of

1192 the VEC Chairman or the applicable Regional Coordinator.

1193

1194 e. The FCC data base that is downloaded into the *SessionManager* software application is

1195 the FCC's Weekly ULS Data Base is updated every Sunday morning. The Weekly Data Base

1196 contains all license information as of Sunday regardless of which day of the week you download

1197 it. Any license updates since Sunday will have to be acquired from the real-time ULS data base

1198 and selected data manually entered into an application using *Session Manager*.

1199
1200 f. The SessionManager software prevents the completion of applications and the forwarding
1201 of session results that do not adhere to the FCC's prescribed format.
1202

1203 g. Since the SessionManager software does not check the accuracy of the following data
1204 entered by the user, it is critical that the user ensure that the information is manually entered
1205 accurately:

- 1206
- 1207 (1) Spelling of the applicant's names
 - 1208 (2) Spelling of the street address
 - 1209 (3) House, building, apartment numbers
 - 1210 (4) Social Security Number
 - 1211 (5) FRN
- 1212

1213 **Note:** The FRN has an error recognition capability which will not let the SessionManager
1214 user proceed until the FRN entry is valid even if it is incorrect.
1215

1216 h. There are instances where two cities, towns, villages, etc., share the same zip code.
1217 (e.g., Green Haven, MD and Pasadena, MD share the zip code 21122). When this happens,
1218 the US Postal Service designates one of those entities (i.e., Pasadena) as the primary location
1219 for the zip code. If an applicant lives in Green Haven, MD and the zip code is entered,
1220 Pasadena will be displayed as the city. The city name can be manually changed. However,
1221 the Postal Service will still deliver mail to Green Haven based on the address and the zip code.
1222

1223 i. Team Leaders authorized to use the *SessionManager software* will use the software to
1224 create session files and enter the results of their exam session in a format prescribed by the
1225 FCC. They will convert the resulting session file into an encrypted file and e-mail the resulting
1226 encrypted file to their Regional Coordinator for decryption and uploading to the FCC via the
1227 secure ULS Batch Filing System.
1228

1229 j. Certain teams authorized by the Chairman will use the *SessionManager software* to
1230 prepare their session data files and upload them directly to the FCC via the secure ULS Batch
1231 Filing System within two business days or less of their exam session.
1232

1233 k. Regional Coordinators will use their version of the *SessionManager software* to prepare
1234 session data files or decrypt session data files received from a team leader and upload them to
1235 the FCC via the secure ULS Batch Filing System within two business days of receipt of the
1236 session paperwork or the session data file.
1237

1238 l. Teams not using the *SessionManager software* will forward their exam session paperwork
1239 to their Regional Coordinator who will use the software to create a session file and enter the
1240 results of the exam session and then upload the file to the FCC via the secure ULS Batch Filing
1241 System.
1242

1243 m. Once the session data files have been uploaded and processed by the ULS Batch Filing
1244 System, the system will generate a Response File.
1245

- 1246 (1) The ULS Batch Filing system accepts uploads every day except weekends and
1247 holidays or if the system is down for maintenance or is experiencing problems.
1248

1249 (2) Applications are processed Monday through Friday except on Federal holidays, from
1250 about 0415 Eastern time through 2230 Eastern time.

1251
1252 (3) With the exception of the first processing of the day noted above, the ULS Batch
1253 Filing System processes applications every hour on the half hour and returns a response
1254 file normally within 5-10 minutes after the half hour.

1255
1256 n. The response file will look similar to the following example:

1257
1258 **Note:** The Response Files shown below is from a Team that conducted an exam session in
1259 Rochester, NY. The exam session was conducted on 21 Sep 2014.

1260 Refer to the highlighted the top line of the Response File and the explanation of the data
1261 fields below.

1262
1263
1264 **RS|B|09/21/2014|ROCHESTER|NY|0**

1265 RA|0006471676|Robert|G|Galory||146129340|KD2GHF|G|0023459340|G|||

1266 RA||William|M|Gatts|JR|14543||T|L01894042|60

1267 RA|0006471677|Matther|S|Glazer||11561|KD2HEQ|T|0023959646|G|||

1268 RA|0006471678|Evan|A|Glen||07726|KD2HER|T|0023959653|G|||

- 1269
1270 a. **RS** This header line indicates that this is a Session Response file;
1271 b. **B** indicates the Laurel VEC;
1272 c. **09/21/2014** is the date of the exam session;
1273 d. **Rochester|NY** is the city and state where the session took place.
1274 e. **0** Indicates if the file was successfully processed. If there is a problem this field will
1275 contain an appropriate numeric error code as shown in the example below.

1276
1277 **RS|B|09/21/2014|ROCHESTER|NY|12690**

1278 **12690** = "Filename is a duplicate of earlier filename so this application was not
1279 processed."

1280
1281 The lines that begin with "RA" below the Session Response (RS) header line refer to the
1282 applicants. Refer to first RA the line in **bold black** and the explanation below:

1283
1284 RS|B|09/21/2014|ROCHESTER|NY|0

1285 **RA|0006471676|Robert|G|Galory||146129340|KD2GHF|G|0023459340|G|||**

1286 RA||William|M|Gatts|JR|14543||T|L01894042|60

1287 RA|0006471677|Matther|S|Glazer||11561|KD2HEQ|T|0023959646|G|||

1288 RA|0006471678|Evan|A|Glen||07726|KD2HER|T|0023959653|G|||

1289 RA||Tucker|B|Gordon||13027|KD2HES|G|10675

1290 RA|0006471680|Benjamin|J|Haag||14524|KD2HET|T|0023959679|G|||

1291 RA|0006471681|WILLIAM|L|KENNEDY||14623|KC2BEN|E|0015132475|G|||

1292 RA|0006471682|James|D|Lewis||14428|KD2HEU|T|0023959687|G|||

1293 RA|0006471684|Scott|J|Mann||14411|KD2SJM|G|0011319571|2|||

1294 RA|0006471685|David|C|Malecki||14580|KD2HEV|T|0023952807|G|||

- 1295
1296
1297 a. **RA** indicates that this line is an Application Response
1298 b. The ten digit number is a one-up file number **|0006471676|**

- 1299 c. The applicant's name is next |**Robert|G|Galory**|
1300 d. The applicant's zip code is next |**146129340**|
1301 e. The applicant's current or new call sign is next |**KD2GHF**|
1302 f. The applicant's class of license is next (**T, G, or E**)
1303 g. The ten digit number after the license class is the applicant's FRN |**0023959646**|
1304 h. In some cases when there is an error detected by the FCC a number other than the
1305 FRN and starting with the letter "L" is inserted. The FCC's "VEC Electronic Batch Filing
1306 User Guide" does not further describe the entry that begins with "L"
1307 i. The **G** at the end indicates the application was **granted**
1308

Note: Sometimes error codes will show up in the response file as shown above in bold red with yellow highlight. These errors normally result from human error. However, error code **2** is not the result of human error. All other errors will require the application to be re-submitted with the correct data.

60 = There is an invalid Licensee State and Zip Code combination.

10675 = FRN is invalid.

2 = Not listed in the Error List. It indicates that the application went through the automatic Red Light Review and was taken off-line for manual review and processing due to reasons unknown.

1321
1322 o. Every application goes through a screening process to see if the applicant owes money
1323 to the FCC or if there are other reasons that require additional processing of the application.
1324 This off-line review is done manually and typically takes 1-3 hours but has taken as many as 7
1325 business days due to the volume and number of available persons to do the manual review.
1326

1327 p. Unfortunately, the FCC does not inform us when an application previously flagged with
1328 Error Code 2 is finally processed. Using the applicant's call sign or FRN, the Regional
1329 Coordinator can query the ULS data base to determine the status of the application and the
1330 result (e.g., what call sign was granted) and provide that information to the applicable Team
1331 Leader.
1332

1333 q. Chances are if the applicant was flagged for his Tech license he will be flagged in
1334 subsequent actions.
1335

1336 r. The complete list of error codes can be found here:

<http://wireless.fcc.gov/uls/ebf/errcodes.txt>

1337
1338
1339
1340

Appendix 5

Team Leader Responsibilities

The VE Team Leader is 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. The VE Team Leader or acting Team Leader is responsible for the following to include but not limited to:

1. Coordinating all scheduled exam sessions with the VEC.
2. Ensuring the exam session is advertised to include the date, time, and location of the exam session including street address or directions, and contact information.
 - (1) Advertised on the sponsoring organization's website (as appropriate)
 - (2) In club newsletters, if applicable;
 - (3) Announcing exam sessions in local media (Newspapers, radio, television, etc.) is optional.
3. Providing and maintaining up-to-date Team information on the VEC website , including contact information, registration requirements, exam location, and the exam schedule using the Team Leader Interface (See Appendix 6);
4. 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.
5. Coordinating with the leadership of the sponsoring organization (typically an amateur radio club) as required or directed.
6. Maintaining a roster or database of VEC accredited Volunteer Examiners that comprise his/her VE Team.
7. 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.
8. 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, and providing directions, etc.
9. Using VEC-provided software (e.g., Exam Generator – available on-line) to create, prepare, print, provide, and maintain a set of exams for elements 2, 3, and 4 and related grading materials (answer keys) derived from the current question pools for those elements in accordance with guidance from the Laurel VEC.
10. Creating, preparing, providing and maintaining a supply of forms and other materials as appropriate for each exam session. Teams are not required to provide any of the following but may choose to do so: Calculators, scratch paper, pens, pencils, etc.

- 1391
- 1392 a. NCVEC Form 605 - (**Note: Only the front side of the NCVEC Form 605 needs to be**
- 1393 **printed.**)
- 1394
- 1395 b. Registration Log
- 1396
- 1397 c. Exams and answer sheets
- 1398
- 1399 d. Grading materials
- 1400
- 1401 e. CSCEs
- 1402
- 1403 f. VE sign-in sheet
- 1404
- 1405 g. Other forms as deemed appropriate
- 1406
- 1407 11. Submitting receipts for expenses related to VE Testing to include expendable supplies,
- 1408 reproduction of forms, postage, etc. to the sponsoring club for reimbursement.
- 1409
- 1410 12. Ensuring that the examination facility is available and ready.
- 1411
- 1412 13. Arranging furniture as required for registration, administering exams, and grading exams.
- 1413
- 1414 14. Assigning individual VEs specific duties and giving instructions to the VE team members as
- 1415 required and answering their questions.
- 1416
- 1417 a. Registration
- 1418
- 1419 b. Exam administration
- 1420
- 1421 c. Grading
- 1422
- 1423 d. Documentation preparation (NCVEC Form 605 and CSCE) as appropriate.
- 1424
- 1425 e. Exam certification (Signing of NCVEC Form 605 and CSCE)
- 1426
- 1427 15. Ensuring all exam session-related paperwork is completed properly and accurately.
- 1428
- 1429 16. Giving pre-exam instructions to the applicants and answering questions from the applicants.
- 1430
- 1431 17. Coordinating and monitoring the examination process between the applicants, the
- 1432 administering VEs, the grading VEs and the certifying VEs.
- 1433
- 1434 18. Making decisions regarding procedures; resolving conflicting guidance or instruction; and is
- 1435 the decision maker on any violations (intentional or otherwise) of examination rules or protocols.
- 1436 Appeals of any decisions by the VE Team Leader may be submitted to the appropriate Regional
- 1437 Coordinator or the VEC Chairman for resolution.
- 1438
- 1439 19. Notifying applicants when they pass or fail an exam, as appropriate.
- 1440
- 1441 a. Offering the applicant the opportunity to retest if appropriate

- 1442
1443 (1) If an applicant fails an exam element, Teams are not required to offer a retest to the
1444 applicant. The decision to offer retests is left up to the Teams. Teams may consider
1445 factors such as the length of time a facility is available for exams, the number of
1446 applicants and VEs, etc., when deciding whether to offer retests.
1447
1448 (2) Teams may set a “standard” for retesting (e.g., Applicants can only miss 10-12
1449 questions on the Element 2 and Element 3 exams and only 14-17 questions on the
1450 Element 4 exam.)
1451
1452 b. Returning the NCVEC Form 605 to any applicant who fails to pass all attempted retests
1453 and if retests are not offered.
1454
1455 20. Monitoring the performance of the participating VEs; providing corrective actions as
1456 required.
1457
1458 21. Reviewing each applicant’s paperwork (NCVEC Form 605 and CSCE) for accuracy,
1459 legibility, and completeness before awarding each applicant their CSCE when appropriate.
1460
1461 a. Social Security Number (if applicable) or FCC Registration Number (FRN)
1462
1463 b. Mailing address
1464
1465 c. Exam(s) passed and/or failed
1466
1467 d. Current license (if applicable) and license earned
1468
1469 e. NCVEC Form 605 and CSCE are signed
1470
1471 22. Recruiting and mentoring new or prospective VEs.
1472
1473 a. Team Leaders must verify the eligibility of a prospective VE to be nominated as a VE
1474 accredited with the Laurel VEC.
1475
1476 b. The identity, age and class of license must be confirmed.
1477
1478 Note: The Chairman of the Laurel VEC will make the final determination
1479
1480 23. Coordinating the effort to clean and restore the test facility to the condition it was in (or
1481 better) prior to testing.
1482
1483 24. Collecting and ensuring that all of the applicants' paperwork is accounted for and secured
1484 and that all test materials are accounted for and secured at the end of the exam session.
1485
1486 25. Ensuring the test facility is secured upon departure or notifies other people using the facility
1487 that the VE Team is departing.
1488
1489 26. Preparing a *VE Session Summary Report* summary of the exam session using the VEC-
1490 provided form.
1491

1492 27. Using the *SessionManager* software if authorized by the Laurel VEC to prepare a data file
1493 containing the exam session results for e-mailing to the appropriate Regional Coordinator who
1494 will upload the data file to the FCC data base via the ULS Batch Filing System. **This applies**
1495 **only if the VEC or Regional Coordinator has authorized the VE Team Leader to use the**
1496 ***SessionManager* software.**

1497
1498 Notes about *SessionManager*:

1499
1500 a. The FCC data base that is downloaded into the *SessionManager* software application is
1501 the FCC's Weekly ULS Data Base is updated every Sunday morning. The Weekly Data
1502 Base contains all license information as of Sunday regardless of which day of the week you
1503 download it. Any license updates since Sunday will have to be acquired from the real-time
1504 ULS data base and selected data manually entered into an application using *Session*
1505 *Manager*.

1506
1507 b. The *SessionManager* software prevents the completion of applications and the
1508 forwarding of session results that do not adhere to the FCC's prescribed format.

1509
1510 c. Since the *SessionManager* software **does not** check the accuracy of the following data
1511 entered by the user, it is critical that the user ensure that the information is manually entered
1512 accurately:

- 1513
1514 (1) Spelling of the applicant's names
1515 (2) Spelling of the street address
1516 (3) House, building, apartment numbers
1517 (4) Social Security Number
1518 (5) FRN

1519
1520 Note: The FRN has an error recognition capability which will not let the *SessionManager*
1521 user proceed until the FRN entry is valid even if it is incorrect.

1522
1523 d. There are instances where two or more cities, towns, villages, etc., share the same zip
1524 code. (e.g., Green Haven, MD and Pasadena, MD share the zip code 21122). When this
1525 happens, the US Postal Service designates one of those entities (i.e., Pasadena) as the
1526 primary location for the zip code. If an applicant lives in Green Haven, MD and the zip code
1527 21122 is entered, Pasadena will be displayed as the city. The city name can be manually
1528 changed to Green Haven at this point. However, the Postal Service will still deliver mail to
1529 Green Haven even though Pasadena is listed as the city and the zip code is 21122.

1530
1531 28. Reviewing, organizing and collating exam session paperwork.

1532
1533 a. Review every applicant's paperwork for completeness, accuracy and legibility.

- 1534
1535 (1) This should be done prior to the applicant and VEs leaving the exam session
1536 (2) Correct the paperwork as required and acquire signatures as appropriate

1537
1538 b. Organize and collate the session-related paper work as follows and place on top of first
1539 application:

- 1540
1541 (1) VE Session Summary Report
1542 (2) VE Sign-in sheet

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1592

(3) Registration Log

c. Organize and collate application-related paper work, as described below:

(1) **Administrative updates only.** Collate and staple each applicant’s paperwork who requests only an administrative update (e.g., License renewal, address change, name change, call sign change, etc.) in the following order:

- (a) NCVEC Form 605
- (b) Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)

(2) **Successful Applicant** – An applicant who passes at least one exam element and may or may not request administrative updates. Collate, staple and forward **only the following paperwork** of each successful applicant (i.e. an applicant who passes at least one exam element) in the following order:

- (a) NCVEC Form 605
- (b) Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
- (c) Copies of element credit (if applicable)
 - Copy of expired license or reference copy of an expired license from the FCC ULS website.
 - CSCE (issued within 365 days of date of a previous exam session)
 - FCC Letter
 - A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
- (d) The answer sheets from each failed and passed exam. This is not applicable for a “paperwork only upgrade.”
- (e) All papers on which the applicant wrote anything (e.g., formulas, calculations, etc.) during the exam. The applicant must print or sign his/her name on the paper(s).
- (f) A copy of the newly issued CSCE **unless exempted by the applicable Regional Coordinator.** Team Leaders may request exemption from their Regional Coordinator.

(3) **Unsuccessful applicant** – An applicant who fails to pass any exam element and who has not requested any administrative updates. Collate, staple and forward only the following paperwork of each unsuccessful applicant (i.e. an applicant who does not pass at least one exam element and does not request any administrative updates) in the following order:

- (a) Local or VEC-provided forms (e.g., Registration form, checklist, etc.) as appropriate
- (b) The answer sheets from each failed exam

Note: If a hard copy version of a NCVEC Form 605 was prepared by the applicant, return the form to the unsuccessful applicant. If an application was created in SessionManager, update the application to indicate the number of failed attempts at the applicable exam elements but do not print the form.

(4) **Paperwork upgrade** – An upgrade that does not result from passing an exam element but rather from presenting Element Credit. Collate, staple and forward only the

- 1593 following paperwork of each applicant who is upgraded based on non-exam related
1594 element credit only.
- 1595
- 1596 (a) NCVEC Form 605
- 1597 (b) Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
- 1598 (c) Copies of element credit (if applicable)
- 1599 • Copy of expired license or reference copy of a license from the FCC ULS
1600 website.
- 1601 • CSCE (issued within 365 days of date of a previous exam session)
- 1602 • FCC Letter
- 1603 • A copy of the cover and applicable page from a Call Sign book showing the
1604 date of publication, the applicants name, call sign, and class of license.
- 1605 (d) A copy of the newly issued CSCE **unless exempted by the applicable**
1606 **Regional Coordinator**. Team Leaders may request exemption from their Regional
1607 Coordinator.
- 1608
- 1609 d. If no applicants appeared at a scheduled exam session, the Team Leader will forward
1610 a VE Session Summary Report and list of VEs who showed up to participate. The list of
1611 participating VEs can be on a separate sheet of paper or on the back of the Summary
1612 Report.
- 1613
- 1614 29. Forwarding all the exam session paperwork to the appropriate Regional Coordinator or
1615 the VEC Chairman if applicable, within seven (7) days of the session.
- 1616
- 1617 30. Reviewing and evaluating VE Team performance during the exam session to include
1618 providing feedback and taking corrective action as appropriate.
- 1619
- 1620 31. Providing information to the Laurel VEC and/or Regional Coordinator as required or
1621 when appropriate.
- 1622
- 1623 32. Submitting reports to the sponsoring radio club describing the test session, results and
1624 the names of the participating VEs as required.
- 1625
- 1626 33. Submitting receipts for expenses related to VE program (expendable supplies,
1627 reproduction of forms, postage, etc.) to the sponsoring club for re-imbusement.
- 1628
- 1629 34. Providing up-to-date contact information to include but not limited to e-mail address and
1630 phone number(s) to their Regional Coordinators and the Chairman of the Laurel VEC.
1631 Notification of any changes to any contact information will be made not later than three (3)
1632 days following the change.
- 1633
- 1634 35. Notifying the Laurel VEC, the applicable Regional Coordinator and the Laurel VEC
1635 Webmaster within three (3) days If the Team Leader is changed so all necessary changes
1636 be made as appropriate and as soon as possible.
- 1637
- 1638 36. Considering doing the following:
- 1639
- 1640 a. Inviting a member of the leadership of the sponsoring organization to speak to the
1641 applicants before or after the exam session about amateur radio in general, the benefits
1642 of joining a club, etc.

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b. Provide handouts to exam session applicants (successful or not is your choice) such as but not limited to the following:

- (1) ARRL information and website
- (2) Club information
- (3) Membership and meeting schedule
- (4) Club website
- (5) Upcoming radio events (e.g., Field Day, MD QSO Party, CQ World Wide, etc.)
- (6) Upcoming club activities (e.g., Field Day, MD QSO Party, Club Picnic, kit building, etc.)
- (7) Local club Elmers by topic (e.g., Antennas, buying a rig, contesting, emergency comms (ARES & RACES), Vanity calls, Interference, etc.)
- (8) Amateur radio related websites (e.g., AC6V.com; AE7Q.com, e-ham.net; ARRL.org; FCC.gov; equipment vendors, etc.)

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

- (1) Pending and implemented changes to Part 97.
- (2) Grandfathered element credits; Necessary proof; describing the process to do a paperwork upgrade.

Appendix 6

Laurel VEC Website

The Laurel VEC maintains a website www.laurelvec.com that lists the following information:

1. Team Information - Includes the name of the VE team, the location where testing is conducted and Team Leader contact information. An example of a team's listing can be found here: <https://www.laurelvec.com/index.php?team=AARC>

In this example you see the following:

- (1) Name of the team – AARC
- (2) The Team Leader – Steve Kelly
- (3) Contact info phone number and e-mail address and a club website, if applicable.
- (4) A map followed by the address of the exam facility
- (5) Some general information and requirements (blue box)
- (6) The team's exam schedule

2. The names, call signs, and contact information of the Regional Coordinators, the VEC Webmaster and the VEC Chairman. <https://www.laurelvec.com/index.php?pg=contact>

3. Links related to amateur radio licensing. <https://www.laurelvec.com/index.php?pg=links>

4. A link to Team Leader Resources. <https://www.laurelvec.com/index.php?pg=leaderlinks>

Some of these resources are password protected and access is restricted to Team Leaders, Regional Coordinators and the VEC Chairman via the Team Leader Portal. <https://www.laurelvec.com/leaders/>

5. New Laurel VEC VE teams will provide the Team's name and Team Leader's e-mail to their respective Regional Coordinator who will forward the information to the Laurel VEC Webmaster. The webmaster will create a team page on the Laurel VEC Website and notify the Team Leader of the new team. The Team Leader will use the Team Leader Portal to update it as required.

6. Laurel VEC VE Teams are required to use the Team Leader Portal to maintain and update the following information their team's page on the Laurel VEC website:

a. Contact information

- (1) e-mail address (required)
- (2) Phone number

b. Exam location

c. Exam requirements (e.g., Must have FRN, Pre-Registration required, etc.)

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d. Annual exam schedule including dates and times - Must be updated not later than 1 Nov of each year or as soon as it is available.

e. Updates to all of the above as required.

Appendix 7

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
- Mentoring
- Reviewing session paperwork
- Taking corrective measures.
- Uploading session results
- Providing feedback
- Forwarding session paperwork
- Coordinating with the Federal Communications Commission (FCC)
- Authorizing use of the *SessionManager* software
- Identifying issues and recommending solutions

2. **Recruiting.** The Laurel VEC is always looking to add new VE Teams. 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.).

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. If any discrepancies or issues are found, the RC will contact the applicable Team Leader and discuss them and 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.**

a. 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.

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b. 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 .

(1) Finding no errors in the paperwork, the Regional Coordinator will use the *SessionManager software* to enter the exam session data, create an 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.

(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)

(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. 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 include but not limited to the following:

- a. Questions from subordinate Team Leaders and the Chairman of the Laurel VEC.
- b. The quality, accuracy and completeness of exam session paperwork received from subordinate Team Leaders.
- c. Exam session results received from the FCC.
- d. Processes and workflows used by VE Teams.
- e. Exemption from the requirement to provide a second copy of the CSCE.

8. Forwarding session paperwork.

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

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

(1) Session related:

- 1821 (a) VE Session Summary Report
1822 (b) VE Sign-in Sheet (As a separate document or on the back of the Session
1823 Summary Report)
1824 (c) Registration Log

1825
1826 (2) Applicant paperwork

- 1827
1828 (a) NCVEC Form 605 of successful applicants and/or for administrative updates
1829 (b) Optional forms (e.g., Short forms, checklists, etc.)
1830 (c) Answer sheets for all passed and failed exams
1831 (d) Scratch paper with writing
1832 (e) Copies of all element credit

1833
1834 **9. Coordinating with the FCC.** While not common, there are reasons for a Regional
1835 Coordinator to contact the FCC. Depending on the situation the contact can be initiated by---
1836

- 1837 a. Submitting an e-support request via <https://esupport.fcc.gov/request.htm>
1838
1839 b. Contacting the FCC by phone: 1-877-480-3201 (select the applicable option(s) from the
1840 menu)

1841
1842 Note: The Chairman of the Laurel VEC can provide additional guidance

1843
1844 **10. Authorizing use of *SessionManager* software.** The Laurel VEC uses a software
1845 application called *SessionManager* to prepare and upload exam session results to the FCC via
1846 the secure ULS Batch Filing System.

1847
1848 a. The VEC Chairman or applicable Regional Coordinator, at their discretion, may authorize
1849 a VE Team to use the *SessionManager* software.

1850
1851 b. The decision authorizing the use of the software will be predicated on many factors,
1852 including the Team Leader having demonstrated the necessary knowledge and skills for
1853 conducting an exam session and whose session paperwork has consistently been of a very high
1854 quality.

1855
1856 **c. No Team has a right to use the VEC software.**

1857
1858 **11. Identifying issues and recommending solutions.** Regional Coordinators will periodically
1859 review the processes and procedures used by their subordinate teams and the policies,
1860 procedures, instructions, organization and operations of the Laurel VEC and forward identified
1861 issues and related solutions directly to the Chairman of the Laurel VEC.

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Appendix 8

Laurel VEC Required and Optional Forms

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1867 1. The Laurel VEC affiliated teams use several forms during an exam session. Some of the
1868 forms are required and some are optional. Some of the forms are protected and accessible only
1869 via the Team Leader Portal <https://www.laurelvec.com/leaders/> while others are available via
1870 the Team Leader Resources page: <https://www.laurelvec.com/?pg=leaderlinks>
1871
- 1872 2. Protected forms.
1873
 - 1874 a. Laurel VEC Certificate Of Successful Completion of Examination (CSCE) – Required.
1875
1876 (1) A uniquely designed certificate
1877
1878 (2) Two copies must be prepared per applicant who passes an exam element and/or
1879 who earns a new license or upgrades a successful license or upgrade by exam or via
1880 element credit.)
1881 (a) One copy to the applicant
1882 (b) One copy to the VEC Chairman - This requirement may be waived by the
1883 Regional Coordinator or at the request of the Team Leader.
1884
 - 1885 b. Samples of CSCEs from other VECs – Optional reference material
1886
- 1887 3. Required forms from the Team Leader Resources page
1888
 - 1889 a. NCVEC Form 605 – Application for Amateur Operator/Primary Station License.
1890
1891 (1) This form only needs to have the front side printed
1892 (2) This form must be completed, accurate, legible, and signed by the applicant before
1893 an exam may be administered to the applicant and before any administrative action will
1894 be acted upon.
1895
 - 1896 b. A Registration Log
1897
1898 There are two approved formats from which to choose
1899
1900 (1) Registration Log with Checklist
1901 (2) Registration Log
1902
 - 1903 c. VE Session Summary Report
1904
1905 Completed by the Team Leader
1906
 - 1907 d. VE Sign-in sheet – VEs are required to sign-in during each exam session. They can use
1908 this form, a plain piece of paper or on the back of the VE Session Summary Sheet.
1909
- 1910 5. Optional forms to be used during an exam session.
1911
1912

- 1913 a. Applicant Sign-In with checklist sheet (2 per page)
- 1914
- 1915 b. VE Checklist