



**Laurel Amateur Radio Club (LARC)
Volunteer Examiner Coordinator (VEC)**

Policies, Procedures, and Instructions

Updated 22 March 2024

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SECTION I

1. Introduction.

1.1. This document and its appendices and annexes, establish the policies, procedures and instructions of the Laurel Amateur Radio Club (LARC) Volunteer Examiner Coordinator (VEC) (hereinafter LARC VEC), which are necessary to accomplish the mission of the LARC VEC and are applicable to all Volunteer Examiners (VEs) accredited by the LARC VEC.

1.2. This document will be reviewed and updated on an annual basis or at the direction of the Chairman of the LARC VEC. This document will be updated as soon as possible whenever there are changes to the Federal Communications Commission (FCC) rules and regulations regarding amateur radio licensing or changes to LARC VEC operations and procedures. The VEC Chairman may provide interim guidance via e-mail prior to updating this document.

1.3. Definitions of terms used in this document can be found in Appendix 1.

1.4. If you have any questions about the FCC rules and regulations or the LARC VEC policies, procedures, and instructions contained herein, contact your Regional Coordinator first before reaching out to the VEC Chairman (Diane Zimmerman, AA3OF - dzimmerman@behindtheblack.com for assistance.

2. Overview.

2.1. The Laurel Amateur Radio Club, Inc. was designated as a Volunteer Examiner Coordinator (VEC) by the FCC effective 16 May 1984.

2.2. The VEC operations of the Laurel Amateur Radio Club (LARC) are managed by a Chairman who is appointed by the Laurel Amateur Radio Club.

2.3. The LARC VEC is organized with a Chairman, Regional Coordinators appointed by the Chairman, and VE teams, each led by a Team Leader, and comprised of VEs as indicated in the image to the right.

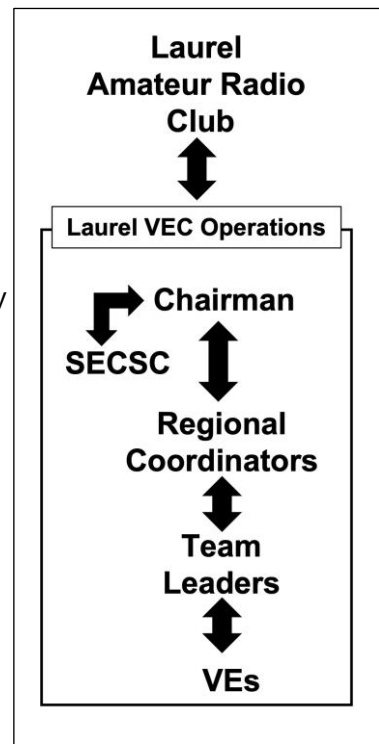
2.3.1. In August 1997, The LARC VEC was designated as a Special Event Call Sign Coordinator (SECSC).¹

Note: The LARC VEC is **not** a Club Station Call Sign Administrator (CSCSA).

2.3.2. In 2010, Regional Coordinators were created as part of the management structure.

2.4. The LARC VEC is a member of the National Conference of Volunteer Examiner Coordinators (NCVEC) but operates as an independent VEC as do all VECs.

2.5. Since its designation as a VEC on 16 May 1984, the LARC VEC has never charged a fee for its services.



¹ <http://1x1callsigns.org/>

2.6. The LARC VEC consists of over 200 teams of VEs who provide amateur radio licensing services² in almost every state, Puerto Rico, and several countries. The VEC has accredited over 6,500 licensees as VEs since 1984.

2.7. Each team has a Team Leader who reports to a designated Regional Coordinator and to the Chairman. This strong person-to-person accountability helps maintain program integrity.

2.8. Each team has one or more Deputy Team Leaders who are appointed by the Team Leader.

3. The LARC VEC Mission.

3.1. Coordinate amateur radio license exam sessions conducted by teams of Volunteer Examiners accredited by the LARC VEC.

3.1.1. The LARC VEC only coordinates in-person exam sessions.

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

4. The Core Values of the LARC VEC.

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

4.2. Communications - Open, two-way, responsive

4.3. Service - Service to others before self.

4.4. Respect - Respect others at all times.

4.5. Accountability - Accountable for our actions at all times.

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

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

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

4.9. Excellence - Commitment to excellence in everything we do.

5. The LARC VEC is a non-partisan and non-political organization.

5.1. As a non-partisan, non-political organization, the LARC VEC does not support any political party, candidate, or an agenda of any political party or candidate. Our sole mission is to conduct exam sessions, administer exams, provide other licensing-related services, and promote the Amateur Radio Service.

5.2. VEs may not participate in any LARC VEC coordinated exam session if they are wearing any attire that supports or promotes any political party, any candidate for any office (e.g., from Dog Catcher

² Licensing services include administering exams for new and upgraded licenses, submitting applications for a new license, an upgrade of a license by exam or element credit, change of call sign, administrative updates to a license, and renewal of license.

to President, etc.), promotional material of any political candidate or political party including, but not limited to the following: Hats, shirts, jackets, badges, pins, stickers, flags, etc.

5.3. VEs and/or VE teams who maintain websites for the purpose of registering applicants for an exam session coordinated by the LARC VEC may not display on that website anything that supports or promotes any political party, any candidate for any office, or the agenda of any political candidate or political party.

5.4. The LARC VEC logo and/or the words "LARC VEC", "Laurel Volunteer Examiner Coordinator", "Laurel Amateur Radio Club Volunteer Examiner Coordinator", "Laurel ARC Volunteer Examiner Coordinator", "Laurel ARC VEC", "LARC Volunteer Examiner Coordinator" and "LARC VEC" may not be applied in any manner to any material or product that supports or endorses any political party, any candidate for any office, the agenda of any political candidate or political party including, but not limited to the following:

5.4.1. Promotional material, hats, shirts, jackets, bags, back packs, water bottles, badges, pins, stickers, flags, banners, flyers, handouts, political party registration related forms, etc.

5.5. We cannot prevent applicants from attending our exam sessions while wearing attire that supports or promotes any political party, any candidate for any office, or the agenda of any political candidate or political party.

5.6. We cannot prevent the organization who is making their facility available to VEs for the purpose of conducting exam sessions, etc. from displaying on or in their property anything that supports or promotes any political party, any candidate for any office, or the agenda of any political candidate or political party. Teams should consider finding an alternative exam facility.

6. The LARC VEC websites.

6.1. The LARC VEC maintains two websites:

6.1.1. A publicly accessible website.

6.1.2. A website that is accessible only by VEs accredited by the LARC VEC through the public website. This website is known as the VE Portal.

6.1.2.1. The VE Portal provides VEs with varying levels of access and functionality.

6.1.2.2. The VE Portal provides VEs access to a unique team page which contains contact information, exam schedule, including any registration requirements, dates, times, and locations.

6.1.2.3. Designated VEs can use the VE Portal to attach exam session related documents to scheduled exam sessions, thereby allowing the applicable Regional Coordinator to review the exam session paperwork for accuracy and completion before submitting the exam session results to the FCC.

6.1.2.4. LARC VEC VE teams are required to maintain and keep their team page up to date including, but not limited to, the contact information and their exam schedule.

6.1.2.5. LARC VEs are required to keep their personal contact information up to date in the Portal.

6.1.2.6. Additional information about the VE Portal can be found in Appendix 7.

6.1.3. The webmasters of the LARC VEC websites are appointed by the VEC Chairman.

6.1.4. The webmasters of the LARC VEC websites will ensure the website contents, including links and documents contained therein, are accurate and up to date.

6.2. If any information on either website is found to be out of date or inaccurate, including broken links, notify the applicable webmaster.

6.3. Recommendations for content to be added to or removed from either website should be forwarded to the applicable webmaster.

7. Governance.

7.1. The LARC VEC conducts its operations in accordance with the rules and regulations that apply to Amateur Radio as codified in the Code of Federal Regulations (CFR), under Title 47 - Telecommunications, applicable FCC instructions, and Public Notices.

7.2. All VEs accredited by the Laurel VEC must understand and maintain a level of knowledge of the FCC rules and public notices relating to amateur radio licensing.

7.2.1. Part 1 - Practice and Procedure ³

7.2.1.1. Subpart A, § 1.5. Mailing address furnished by licensee.
<https://www.ecfr.gov/current/title-47/section-1.5>

7.2.1.2. Subpart F, § 1.913 Application and notification forms; electronic and manual filing

Form 605 - [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-F/subject-group-ECFR8ff3365c42ee11/section-1.913#p-1.913\(a\)\(4\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-F/subject-group-ECFR8ff3365c42ee11/section-1.913#p-1.913(a)(4))

Applications for amateur licenses - [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-F/subject-group-ECFR8ff3365c42ee11/section-1.913#p-1.913\(f\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-F/subject-group-ECFR8ff3365c42ee11/section-1.913#p-1.913(f))

7.2.1.3. Subpart G, § 1.1102 Schedule of charges for applications and other filings in the wireless telecommunications services.
[https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-G/section-1.1102#p-1.1102\(c\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-G/section-1.1102#p-1.1102(c))

7.2.1.4. Subpart W - FCC Registration Number (FRN).
<https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1/subpart-W>

§ 1.8001 - § 1.8003

7.2.2. Part 97, Subpart A – General Provisions ⁴

7.2.2.1. Subpart A, § 97.9 Operator license grant.
<https://www.ecfr.gov/current/title-47/section-97.9>

7.2.2.2. Subpart A, § 97.17 Application for new license grant.
<https://www.ecfr.gov/current/title-47/section-97.17>

³ <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-1?toc=1>

⁴ <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97>

7.2.2.3. Subpart A, § 97.21 Application for a modified or renewed license grant.
<https://www.ecfr.gov/current/title-47/section-97.21>

7.2.2.4. Subpart A, § 97.23 Mailing and email addresses.
<https://www.ecfr.gov/current/title-47/section-97.23>

7.2.3. **Part 97, Subpart F – Qualifying Examination Systems**⁵

7.2.3.1. Most of the statutory authority for amateur radio licensing is found in this Subpart.

7.2.3.1. 1. § 97.501 - § 97.513

7.2.4. **FCC Public Notices**

7.2.4.1. Basic Qualification Question aka “The Felony Question”
<https://docs.fcc.gov/public/attachments/DA-17-741A1.pdf>

7.2.4.2. Application Fees.
<https://docs.fcc.gov/public/attachments/DA-22-307A1.pdf>

7.2.4.3. CORES
FCC Registration - <https://apps.fcc.gov/cores/userLogin.do>

7.3. The policies, procedures and instructions of the LARC VEC **augment but do not supersede or waive the authority or the rules and regulations of the FCC**. Only the FCC can waive their rules and regulations.

7.4. Each LARC VEC-accredited VE, individually and collectively as a member of a team, must comply with the rules and regulations of the FCC and policies, procedures and instructions of the LARC VEC while conducting an exam session coordinated by the LARC VEC. Additionally, VEs must comply with any interim guidance provided by the VEC Chairman and instructions from their Regional Coordinator.

7.5. In order to ensure that the LARC-VEC maintains its high standards of professionalism and excellence of service, the LARC VEC has established a VE Code of Conduct in Appendix 2 of this document.

7.5.1. All VEs accredited by the LARC-VEC are expected to comply with this Code of Conduct.

7.5.2. Failure to comply with the Code of Conduct may result in a VE being dismissed from a team and/or their accreditation being revoked.

7.6. Failure to comply with the FCC rules and regulations, the policies, procedures, and instructions of the LARC VEC, or the instructions of the appropriate Regional Coordinator, may result in the following as determined by the Chairman of the LARC VEC and recommendations from Regional Coordinators:

7.6.1. Suspension or decertification of the VE Team.

7.6.2. Suspension or discreditation of individual VE status.

7.6.2. Referral to the FCC for appropriate action by the FCC.

7.7. The LARC VEC may disaccredit VEs for the following reasons:

⁵ <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F?toc=1>

- 7.7.1. Intentional failure to comply with FCC rules and/or VEC policies.
- 7.7.2. Repeated unintentional failure to comply with FCC rules and/or VEC policies.
- 7.7.3. Lying.
- 7.7.4. Non-responsiveness to LARC VEC Management.
- 7.7.5. Refusing to participate in an investigation involving the team(s) with whom they are affiliated.

7.8. Waivers

- 7.8.1. Only the FCC can waive its rules and regulations.
- 7.8.2. Unless the authority to grant waivers has been given to Regional Coordinators, only the Chairman of the LARC VEC may grant waivers or exceptions to the LARC VEC policies, procedures and instructions contained herein.
 - 7.8.2.1. Teams may request a waiver through their Regional Coordinator.
 - 7.8.2.2. Regional Coordinators may request a waiver from the VEC Chairman.
- 7.8.3. The LARC VEC Chairman may grant specific or limited waiver authority to Regional Coordinators or teams.

8. Fees and Donations.

8.1. Fees

- 8.1.1. VEs accredited by the LARC VEC may not charge a fee for any amateur radio licensing services.
- 8.1.2. LARC VEC-affiliated teams and VEs may not conduct exam sessions at any event (e.g., Hamfest, convention, gathering, etc.) if an applicant must pay an entrance fee to gain access to the area where the examination session is held.
- 8.1.3. If asked to conduct an exam at an event that charges an entrance fee, teams must make arrangements with the event organizers so that persons (Applicants and VEs) attending the event for the sole purpose of attending the exam session, can enter without charge.
 - 8.1.3.1. Such arrangements may include meeting the applicants at the door and escorting them in and out, or requiring preregistration and not allowing walk-ins.
 - 8.1.3.2. Applicants and VEs are not exempt from parking fees at the event venue.

8.2. Donations

- 8.2.1. Laurel VEs may not solicit donations for any reason from applicants attending an exam session coordinated by the LARC VEC.
- 8.2.2. LARC VEC VEs receiving an unsolicited donation should turn it over to their sponsoring organization as soon as practical. If the team has no sponsoring organization, the team may use the donation to off-set expenses incurred by the team directly related to conducting exam sessions (e.g., cost of printer paper, cost of printing services, etc.).

9. Scheduling and advertising exam sessions.

9.1. Scheduling exam sessions.

9.1.1. Teams are required to list their upcoming exam schedule for the following year, including dates, times, location(s) and any other requirements, on their team page in the VE Portal not later than 1 November each year. The following exceptions apply:

9.1.1.1. As soon as known by the Team Leader (Several teams conduct exam sessions “on demand” instead of regularly scheduled exam sessions).

9.1.1.2. There are occasions when a team will conduct a special exam session that is not open to the public (e.g., Conducting an exam session at an applicant’s residence, locations not normally accessible to the public, conducting an exam session for kids only, etc.).

9.1.2. Teams may request a waiver of the deadline from their Regional Coordinator.

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

9.1.4. Teams are required to notify their Regional Coordinator when they cancel a scheduled exam session within 2-days after the decision is made to cancel the session.

9.2. Advertising exam sessions.

9.2.1. In addition to listing their exam sessions on the LARC VEC website, teams are strongly encouraged to advertise their exam sessions in other venues (e.g., Club websites, arrl.org, examtools.org, local repeaters, etc.).

10. Minimum exam sessions

10.1. Teams are required to conduct a minimum of three exam sessions per year.

10.2. Teams may request a waiver of this requirement from their Regional Coordinator.

11. Costs of conducting exam sessions.

11.1. Teams are liable for all costs related to preparing and conducting exam sessions.

11.2. Organizations sponsoring teams may choose to assume liability for some or all costs related to preparing and conducting exam sessions.

SECTION II

12. Roles and responsibilities.

12.1. Whatever role is assumed and duties performed, as members of the LARC VEC, every VE accredited by the LARC VEC must comply with the following:

12.1.1. All FCC rules and regulations, and any instructions or guidance from the FCC.

12.1.2. All procedures and instructions of the LARC VEC as prescribed in this document including the appendices and annexes therein, and any guidance and instructions from the VEC Chairman or their assigned Regional Coordinator.

12.2. VEC Chairman.

12.2.1. The Chairman is responsible for conducting the LARC VEC operations and creating the policies of the LARC VEC in accordance with the rules and guidance of the FCC and guidance from the Laurel Amateur Radio Club (LARC).

12.2.2. The Chairman is accountable to the leadership of the LARC and to the FCC.

12.2.3. The Chairman engages in direct communications with the LARC, the FCC, the members of the National Conference of Volunteer Examiner Coordinators (NCVEC), Regional Coordinators, and Team Leaders, as required.

12.2.4. The Chairman accredits Volunteer Examiners.

12.2.4.1. The LARC VEC seeks a broad representation of amateur operators to be VEs and in doing so, does not discriminate in accrediting VEs based on race, gender, sexual orientation, age, religion or national origin; or based on membership (or lack thereof) in an amateur service organization (e.g., amateur radio clubs, the ARRL, etc.).

12.2.4.2. The LARC VEC only accredits qualified licensed amateur radio licensees⁶ to be VEs. The LARC VEC may decline to accredit a licensee if the VEC Chairman determines the following:

12.2.4.2.1. The person does not meet minimum VE statutory qualifications or minimum qualifications.⁷

12.2.4.2.2. The person is not competent to perform the VE functions.⁸

12.2.4.2.3. There are questions about the person's integrity or honesty that could compromise the examinations.⁹

12.2.5. The Chairman appoints qualified VEs to serve as Regional Coordinators.

12.2.5.1. They must be an Amateur Extra class licensee and must be accredited as a VE by the VEC Chairman.

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

12.2.6. The Chairman or a designated Regional Coordinator, trains newly appointed Regional Coordinators regarding their responsibilities.

12.3. Regional Coordinators.

12.3.1. Regional Coordinators are appointed by the Chairman of the LARC VEC.

12.3.2. Regional Coordinators serve as representatives of and advisors to the VEC Chairman, serve at the Chairman's pleasure, and are accountable to the Chairman.

⁶ [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F/section-97.509#p-97.509\(b\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F/section-97.509#p-97.509(b))

⁷ [https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525\(a\)\(1\)](https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525(a)(1))

⁸ [https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525\(a\)\(3\)](https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525(a)(3))

⁹ [https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525\(a\)\(3\)](https://www.ecfr.gov/current/title-47/part-97/subpart-F#p-97.525(a)(3))

12.3.3. Additional Regional Coordinator responsibilities are described in Appendix 3.

12.3.4. A list of current Regional Coordinators and their contact information can be found on the LARC VEC website under the “Officers, Contacts” link.

12.4. VE Teams.

12.4.1. LARC VEC VE Teams are groups of volunteer examiners accredited by the LARC VEC.

12.4.2. LARC VEC VE teams are required to have a Team Leader and at least one Deputy Team Leader, all of whom are required to be Amateur Extra class licensees.

12.4.2.1. Only Team Leaders and Deputy Team Leaders may serve as a Session Leader and conduct exam sessions.

12.4.2.2. Only Team Leaders and Deputy Team Leaders may create exams.

12.4.3. While many LARC VEC VE teams are typically sponsored by an amateur radio club, teams are not required to have a sponsor.

12.4.5. LARC VEC VE teams are accountable for any financial costs they incur related to conducting exam sessions.

12.4.6. LARC VEC VE teams are accountable to their Regional Coordinator, the Chairman of the LARC VEC, the FCC, and to their sponsoring organization if applicable.

12.4.7. The LARC VEC may limit the number of teams it manages.

12.5. Team Leaders.

12.5.1. Team Leaders are appointed by the organization that sponsors the Team or elected by the members of the team, as appropriate. Deputy Team Leaders are appointed by Team Leaders.

12.5.2. The Team Leader is the principal point of contact between the team and the LARC-VEC Chairman, Regional Coordinator, and the FCC if necessary.

12.5.3. Prospective Team Leaders who are not already accredited as a VE by the LARC VEC, are nominated to be accredited as a Laurel VE by the Regional Coordinator designated for their VEC Region, as required.

12.5.4. During an exam session, the Team Leader may concurrently serve in multiple roles (e.g., registrar, monitor, grader, etc.).

12.5.5. Team Leaders must appoint at least one Deputy Team Leader to conduct an exam session in lieu of the Team Leader.

12.5.6. Team Leader responsibilities are described in Appendix 4.

12.6. Session Leader.

12.6.1. An appropriately qualified and accredited VE in charge of conducting an exam session. The Team Leader typically is the Session Leader, or a Deputy Team Leader designated by the

Team Leader to conduct an exam session during his/her absence. **Note:** This is the individual referred to in §97.513 as the “session manager”¹⁰.

12.6.2. Session Leader responsibilities are described in Appendix 5.

12.7. Volunteer Examiners (VE)

12.7.4. The duties and responsibilities of LARC VEC accredited VEs are described in Appendix 6.

12.8. Non-VE Volunteers.

12.8.1. Teams are permitted to use non-VE volunteers, also referred to as “support personnel” during an exam session. These non-VE volunteers are either not qualified to be a VE¹¹ or are eligible but have not yet been accredited by the LARC VEC Chairman.

12.8.2. Non-VE volunteers are not part of the LARC VEC organization.

12.8.3. The decision to use non-VE volunteers during an exam session is left to the Team Leader.

12.8.4. The role of non-VE support personnel during an exam session is very limited (e.g., greeter, escort, document preparer, runner, etc.). Non-VE volunteers must be closely monitored/supervised to prevent them from performing any tasks that are restricted to VEs.

13. **Communications.** The success of the LARC VEC is dependent upon open communications between the VEC Chairman, Regional Coordinators, and Team Leaders; between Regional Coordinators and Team Leaders; and between Team Leaders and the members of their teams.

13.1. The LARC VEC has created three Google Groups for sharing information. Membership in these groups is managed by two Google Group Managers: Ray Andrews, K9DUR (laurelvec@k9dur.us) and Wally Denison, WD1U (captwdee@gmail.com).

13.1.1. **VEC Management Group.** A discussion group whose membership includes the VEC Chairman, Regional Coordinators, and others added by the VEC Chairman when deemed appropriate.

13.1.1.1. Regional Coordinators are required to keep their email addresses up to date.

13.1.1.2. When their email addresses change, Regional Coordinators must notify one of the Google Group Managers.

13.1.2. **LARC VEC Notices Group.** An information-sharing group whose membership includes the VEC Chairman, the Regional Coordinators, Team Leaders and Deputy Team Leaders.

13.1.2.1. Regional Coordinators, Team Leaders and their Deputy Team Leaders are required to be enrolled in this group.

13.1.2.1.1. Regional Coordinators, Team Leaders and their Deputy Team Leaders are required to keep their email addresses up to date.

13.1.2.1.2. When their email addresses change, Regional Coordinators, Team Leaders and Deputy Team Leaders must notify one of the Google Group Managers.

¹⁰ [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F#p-97.513\(a\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F#p-97.513(a))

¹¹ [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F/section-97.509#p-97.509\(b\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-D/part-97/subpart-F/section-97.509#p-97.509(b))

13.1.2.2. When new teams are added to the LARC VEC, a new Team Leader takes over an existing team, or a new Deputy Team Leader is added to a team, the applicable Regional Coordinator must notify one of the Google Group Managers and provide the following information, as applicable:

- Name of Team
- Team Code
- Team Leader name, call sign and email address
- Deputy Team Leader(s) name(s), Call Sign(s), and email addresses.

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

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

13.1.3. LARC VEC Google Group. Membership is open to Regional Coordinators, Team Leaders and their deputies.

13.1.3.1. Membership is optional.

13.1.3.2. Team Leaders and Deputy Team Leaders may request to be added to this group by contacting one of the Google Group Managers.

13.1.4.3. Members may remove themselves from this group or request removal by contacting one of the Google Group Managers.

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

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

SECTION III

14. Appendices

14.1 Appendix 1 - Definitions

14.2. Appendix 2 - VE Code of Conduct

14.3. Appendix 3 - Regional Coordinator Responsibilities

14.4. Appendix 4 - Team Leader Duties and Responsibilities

14.5. Appendix 5 - Session Leader Duties And Responsibilities

14.6. Appendix 6 - VE Duties and Responsibilities

14.7. Appendix 7 - VE Portal

14.8. Appendix 8 - Exam Session Activities

Appendix 1

Definitions

Updated 22 March 2024

Administering VEs	Administering Volunteer Examiners (VEs) administer amateur radio license exams. Administering VEs may be required to perform additional tasks during an exam session including registration, grading exams and certifying that the applicant or examinee is qualified for a license grant.
Applicant	A person who attends an exam session for the purpose of applying for a new license, upgrading a license, updating their license contact information, changing their license call sign systematically, and/or renewing their license. The term “applicant” is interchangeable with “candidate”.
Candidate	See Applicant.
Certification	A task performed by three qualified VEs who certify that the results indicated on the LARC Form 605 and the Laurel VEC CSCE are true, and the exam session was conducted in accordance with the FCC’s rules, the policies, procedures, and instructions of the Laurel VEC, and instructions of the FCC, as applicable.
Certifying VEs	Three appropriately qualified VEs, who certify by their signatures that the results indicated on the LARC Form 605 and the Laurel VEC CSCE are true and the exam session was conducted in accordance with the FCC’s rules, the policies, procedures, and instructions of the Laurel VEC, and instructions of the FCC, as applicable. Certifying VEs may be required to perform additional tasks during an exam session including registration, administering exams, and grading exams.
Cheating	To act dishonestly to gain an advantage during an examination.
Computer Based Testing	A form of testing where an applicant logs into a website to access an exam. The Laurel VEC only coordinates in-person computer-based exam sessions.
Control Number	A unique, one-up serial number assigned to each applicant. Also known as a “Folder Number”. The control number can be assigned manually or automatically when SessionManager is used during the exam session. The control/folder number is a management tool for tracking an applicant’s paperwork to ensure it does not get misplaced.
Certificate of Successful Completion of Examination (CSCE)	A document that indicates which exam elements, if any, were passed and for which class of license, if any, the applicant is qualified. Each CSCE is signed by the applicant and three appropriately qualified VEs. A CSCE expires 365 days from the date it was issued.
EBF	ULS Electronic Batch Filing (EBF) is a process used by VECs to format batch applications in a prescribed format that can be processed by ULS. This process ensures that the data in ULS and the data from VECs match and eliminate needless rekeying of applications. EBF (Electronic Batch File) also refers to the file created by SessionManager.
Element Credit	Element credits are awarded for Elements 3 and/or 4 based on proof of previously granted licenses granted by the FCC and/or a Certificate of Successful Completion of Examination (CSCE). Element credit based on licenses previously granted by the FCC do not expire. A CSCE expires 365 days from the date it was issued.

Exam Generator	A web-based software program developed for Laurel VEC VE Teams to create exams and answer keys.
ExamMaker	A web-based software program developed for Laurel VEC VE Teams to create exams and answer keys. ExamMaker was developed to replace Exam Generator.
ExamTools	A web-based software program developed by signalstuff.com. Laurel VEC Team Leaders and Deputy Team Leaders who are registered as a VE with ExamTools (a third-party site), can use this exam generator tool to create exams and answer keys. ExamTools can be used by Laurel VEC VE teams to administer online, in-person exams.
Examination Grading	A task performed by three qualified VEs. Grading is performed using the applicable answer key, grading overlay, or a digital grading application for the exam indicated on an answer sheet.
Examinee	A person taking an exam.
Family Member	A spouse, children, grandchildren, stepchildren, parents, grandparents, stepparents, brothers, sisters, stepbrothers, stepsisters, aunts, uncles, nieces, nephews, and in-laws. In-laws include a parent, stepparent, sibling, or step-sibling of a licensee's spouse; the spouse of a licensee's sibling, step-sibling, child, or stepchild; or the spouse of a licensee's spouse's sibling or step-sibling. Also, anyone who lives in the same household with a VE accredited by the Laurel VEC.
FCC	Federal Communications Commission.
FRN	FCC Registration Number. A 10-digit unique identifying number that is assigned to entities doing business with the Commission. An FRN is required before applying for an amateur radio license.
Grading VEs	Three appropriately qualified VEs, who are tasked to grade exams and confirm that the applicant passed or failed. The task of grading exams can be performed using answer keys, overlays, or by digital means. VEs who grade exams may be required to perform additional tasks during an exam session including registration, administering exams and certifying that the applicant is qualified for a license grant.
In-Person Exam Sessions	An exam session wherein the applicants and VEs assemble in the same facility for the purpose of taking and administering exams as well as other activities related to amateur radio licensing. The Laurel VEC only coordinates in-person exam sessions.
LARC VEC or Laurel VEC	One of the current Volunteer Examiner Coordinators (VEC) certified by the FCC. The Laurel Amateur Radio Club (LARC) was certified as a VEC by the FCC effective 16 May 1984. The VEC operations of the LARC are referred to as the LARC VEC or the Laurel VEC.
LARC-VEC Form 605	The LARC VEC-designed form used to collect applicant information that is required by the FCC and the Laurel VEC. Not to be confused with the official FCC Form 605.
Laurel VEC Website	The official Laurel VEC website consists of a publicly accessible portion and a portion accessible only by persons authorized by the Laurel VEC. See VE Portal.
NCVEC	The National Conference of Volunteer Examiner Coordinators (NCVEC) is a not-for-profit voluntary association, whose membership is composed of the current Volunteer Examiner Coordinators (VECs) certified by the FCC.
Non-VE Volunteers	Persons who are not otherwise qualified to be a VE, who perform limited tasks that do not require a VE to perform during exam sessions (e.g., greeting applicants, escorting applicants, moving paperwork, etc.). Non-VE volunteers are not part of the Laurel VEC organization.

Paperwork Upgrade	A procedure where an existing license is upgraded using credit for an exam element in lieu of passing the element exam. See Element Credit.
Participating VEs	Accredited amateur licensees who participate in an exam session in any role.
Question Set	The compilation of questions that make up an amateur radio license exam.
Regional Coordinator	A Laurel VEC accredited VE appointed by the VEC Chairman to represent the VEC within a VEC Region.
Registration	A required task performed prior to administering an exam or other activities related to amateur radio licensing.
Session File	Session files are data files created using the SessionManager software. The file is encrypted prior to uploading it to the VE Portal and then decrypted before submitting the file to the FCC.
Session Leader	An appropriately qualified and accredited VE in charge of conducting an exam session. The Team Leader is typically the Session Leader. However, the Team Leader may designate a Deputy Team Leader to conduct an exam session especially during his/her absence. (This is the individual referred to in §97.513 as the “session manager”).
SessionManager	A software application developed for the LARC VEC to prepare exam session and applicant information and application results in a format prescribed by the FCC for submission to the Universal Licensing System (ULS).
Team Leader	The accredited VE in charge of a VE Team.
Universal Licensing System	The Universal Licensing System (ULS) is the consolidated online database, application filing system, and processing system for all Wireless Radio Services. ULS supports electronic filing of all applications and related documents by applicants and licensees in the Wireless Radio Services, and provides public access to licensing information.
Volunteer Examiner (VE)	A qualified amateur radio licensee accredited by a Volunteer Examiner Coordinator (VEC). VEs volunteer their time and talent to perform activities related to amateur radio licensing including conducting amateur radio exam sessions. During an exam session, VEs may perform one or more tasks including registration, exam administration, grading, certification, etc.
Volunteer Examiner Coordinator (VEC)	A VEC is an organization certified by the FCC for the purpose of furthering the amateur service and coordinating the efforts of Volunteer Examiners (VEs) accredited by the VEC in preparing and administering amateur service operator license examinations. There are currently 14 VECs. The coordinating VEC screens collected information, resolves all discrepancies, and forwards all required data to the FCC electronically. All VECs are authorized to coordinate examination sessions at any location an examination can be administered. A VEC may choose to limit its area of operation to a particular geographical area.
VE Manager	An on-line application, within the Laurel VEC Portal, used by Laurel VEC VE Teams to nominate qualified licensees to be Volunteer Examiners and to manage the list of VEs associated with their respective team.
VE Portal	A subset of the Laurel VEC website, which is accessible only by active, Laurel VEC VEs accredited by the Laurel VEC.
Workflow	A workflow is the series of activities that are necessary to complete a task. Each step in a workflow has a specific step before it and a specific step after it, with the exception of the first and last step.

Appendix 2

Volunteer Examiner Code of Conduct

Updated 22 March 2024

To ensure that the Laurel Amateur Radio Club VEC (LARC-VEC) maintains its high standards of professionalism and excellence of service, all Volunteer Examiners (VEs) accredited by the LARC-VEC must act professionally and with integrity while participating in examination sessions coordinated by the LARC-VEC or while otherwise representing the LARC-VEC.

To this end, this *Volunteer Examiner Code of Conduct* has been established. All VEs accredited by the LARC-VEC are expected to comply with this *Code of Conduct*. Failure to do so may result in a VE being dismissed from a team and/or their accreditation being revoked.

- VEs must maintain a high degree of integrity and professionalism while participating in examination sessions coordinated by the LARC-VEC or while otherwise representing the LARC-VEC.
- VEs must not act in any manner that would diminish the reputation of the LARC-VEC or their team.
- VEs must not act in any manner that would reduce the quality of service provided by the LARC-VEC.
- VEs must comply with the applicable FCC Rules (CFR Title 47, Parts 1 and 97), the policies, procedures, and instructions of the LARC-VEC, the instructions of Regional Coordinators, and the instructions of the Team Leader or the Session Leader.
- VEs must ensure that exam sessions are conducted in accordance with all FCC Rules and LARC-VEC policies.
- If a VE feels that any action by the team would be in violation of either the FCC Rules or LARC-VEC policy, they must immediately notify their Team Leader or, if the violation involves the Team Leader, notify their Regional Coordinator. If the Team Leader fails to correct the perceived violation, the VE should refuse to participate in an exam session where the perceived violation is occurring.
- VEs must not discriminate against an applicant at any time or in any manner. This includes, but is not limited to, discrimination based on race, age, gender, religion, disability, political affiliation, sexual orientation, or their answer to the Basic Qualification (Felony) Question.
- VEs must treat all applicants in a courteous and respectful manner at all times.
- VEs must not make any disparaging comments to or about any applicant.
- VEs must respect the privacy and confidence of each applicant regarding all information on their application and their examination results.
- VEs must protect an applicant's Personally Identifiable Information (PII) from access by persons not authorized to see the information.
- VEs must not reveal any personal information about an applicant (e.g., e-mail address, phone number, etc.) to any person or organization without the applicant's permission.

- VEs must not make any comments about an applicant's examination results except when required to do so as part of their official duties or to convey the results to the applicant.
- VEs must not discuss examination results with any person who is not serving as a VE at that session other than with the applicant, or, if the applicant is a minor, with their parent or guardian.
- VEs must not announce or publish that an applicant has earned a new license or upgrade to their existing license before it is published in the ULS without first informing the applicant of the results and obtaining their permission.
- VEs must not, under any circumstances, announce or publish that any given applicant failed an examination.

Appendix 3

Regional Coordinator Responsibilities

Updated 22 March 2024

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:

- Understanding and maintaining a level of knowledge of the FCC rules (Parts 1 and 97) and FCC Public Notices pertaining to Amateur Radio licensing and the Laurel VEC policies pertaining to amateur radio licensing.
- Recruiting new VE teams
- Creating teams in the VE Portal
- Training and mentoring Team Leaders
- Authorizing use of the SessionManager software
- Reviewing session paperwork for completeness and accuracy
- Taking corrective measures as required
- Submitting session files to the FCC
- Providing feedback to Team Leaders as appropriate.
- Coordinating with the VEC Chairman.

2. Be familiar with the FCC rules (Parts 1 and 97) and Public Notices pertaining to Amateur Radio licensing. Refer to paragraph 7 of the Policy document.

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

4. **Creating teams in the VE Portal.**

4.1. When new teams are added to the LARC VEC, a new Team Leader takes over an existing team, or a new Deputy Team Leader is added to a team, the applicable Regional Coordinator must notify one of the Google Group Managers and provide the following information, as applicable:

- Name of Team
- Team Code
- Team Leader name, call sign and email address
- Deputy Team Leader(s) name(s), Call Sign(s), and email addresses.

5. **Training and Mentoring Team Leaders** to include, but not limited to, the following:

- VE Portal
- Team dashboard and Team page
- Team Location and dates of exam sessions
- VE Manager
- Upload session files and scanned session paperwork to the VE Portal
- Resources
 - Forms
 - Session Manager
 - Laurel VEC online exam generating application
- Exam workflow

- The felony question
- Application Fees

6. Authorizing Teams to use the SessionManager software.

7. Reviewing session paperwork and session files for validity, completeness, accuracy, and legibility.

7.1. Prior to submitting files to the FCC, Regional Coordinators will inspect and review all scanned session-related paperwork for validity, completeness, legibility, and accuracy prior to submitting session files to the FCC. Session paperwork includes applications, forms, logs, answer sheets, element credit, etc.

7.2. If any required documents are missing, incomplete, inaccurate, invalid, or illegible, or the session file (The EBF file) is inaccurate, the session file may not be submitted to the FCC until corrections are made, missing session paperwork is provided by the team, documents are rescanned, so they are legible, and/or the session file is corrected.

8. Submitting session results to the FCC.

8.1. If the required session paperwork is valid, complete, and accurate and the session file accurately reflects the results indicated by the paperwork, the Regional Coordinator may submit the session file to the FCC.

8.2. The FCC processes applications Mon-Fri, except for Federal holidays, approximately between 0500 and 2200 Eastern time. Applications should not be submitted outside of these periods because a final Response File will not be generated.

9. Taking corrective actions as required. 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 and instructions from the FCC as applicable.

10. Providing feedback to Team Leaders as appropriate. Regional Coordinators will provide timely feedback, as necessary, related to such items as the following:

- 10.1. Questions from Team Leaders and the Chairman of the Laurel VEC.
- 10.2. The quality, accuracy and completeness of exam session paperwork received from teams.
- 10.3. Exam session results received from the FCC.
- 10.4. Processes and workflows used by VE Teams.
- 10.5. Identifying the cause for applications being flagged by the FCC during processing and explaining who or what caused the errors and how to prevent them in the future, as applicable.

11. Coordinating with the Laurel VEC Chairman.

11.1. Each Regional Coordinate will initiate a phone call every other month with the VEC Chairman for the purpose of providing a status report of what is happening in their region and identifying issues and recommend solutions, including, but not limited to, the following:

- 11.1.1. Laurel VEC Policy, Procedures, and Instructions.
- 11.1.2. The VEC Website.

11.1.3. The VE Portal.

11.1.4. Laurel VEC Forms.

11.1.5. Laurel VEC programs.

11.2. Immediately notify the VEC Chairman and provide details, as applicable, when a team reports an incident of an examinee cheating.

11.3. When there are issues that involve the FCC (e.g., processing of applications with non-format errors, delayed processing, etc.), contact the VEC Chairman for assistance. Unless authorized by the VEC Chairman to do so, do not contact the FCC directly.

Appendix 4

Team Leader Responsibilities

Updated 22 March 2024

1. Laurel VEC VE Team Leaders are the most important element of the Laurel VEC. They are the principal interface between the VE Team, the applicable Regional Coordinator, the VEC, and the FCC (if required).

1.1. Team Leaders are required to have an Amateur Extra class license.

1.2. The Team Leader may also perform any of the roles of the participating VEs.

2. Each Laurel VEC VE Team Leader is responsible for the success or failure of his or her team and is required to perform certain tasks including, but not limited to the following, to ensure success:

2.1. Understanding and maintaining a level of knowledge of the FCC rules (Parts 1 and 97) and FCC Public Notices pertaining to Amateur Radio licensing. Refer to Paragraph 7 in the policy document.

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

2.2.1. Nominate qualified licensees to be volunteer examiners via the VE Portal.

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

2.2.1.2. The minimum number of VEs on a team should be not less than four, if possible.

2.2.2. The Learning Resource Center in the Laurel VEC website contains documents that can be used to train VEs. The documents, in PDF format, can be downloaded and shared.

2.3. Developing a workflow process that ensures the following:

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

2.3.2. All session paperwork is 100% accurate and complete and accounted for.

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

2.3.4. All members of the team know the roles and responsibilities of a VE with respect to the team's workflow including the tasks that must be performed and the minimum acceptable standard of performance for each task.

2.4. Create a policy regarding re-testing of applicants who fail an exam element including, but not limited to the following options.

2.4.1. No retesting allowed.

2.4.1.1. The FCC rules do not require teams to offer retesting.

2.4.1.2. Use of the exam facility may be restricted by time and availability of VEs.

2.4.2. Retesting is allowed. Teams may establish conditions for retesting.

2.4.2.1. No conditions/restrictions for retesting.

2.4.2.2. Teams may establish a standard for retesting such as a maximum number of failed questions (e.g., 10-12 failed questions on the Element 2 and 3 exams; 14-17 failed questions on the element 4 exams, etc.) and a maximum number of attempts.

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

2.5. Coordinating all scheduled exam sessions with the VEC. This is done by advertising the team's exam sessions on the Laurel VEC website via the VE Portal.

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

2.6.1. Contact information

2.6.2. Exam registration requirements

2.6.3. Exam session location(s)

2.6.4. The team's exam schedule.

2.7. Providing up-to-date personal contact information (e.g., email address(es) and phone number(s)) for themselves and their deputies to their Regional Coordinators so the Google Groups mail list can be updated.

2.7.1. Notification of changes to any contact information must be made not later than three (3) days following the change.

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

2.9. Notifying the applicable Regional Coordinator or VEC Chairman, as appropriate, within three (3) calendar days of changes to the Team Leader and/or Deputy Team Leaders so all necessary changes can be made as appropriate and as soon as possible.

2.10. 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, issues with the VEC website, and/or issues with the software tools.

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

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

- 2.11.2. Submitting receipts for expenses related to VE program (expendable supplies, reproduction of forms, postage, etc.) to the sponsoring club for reimbursement, as required.
- 2.12. Contacting the appropriate Regional Coordinator or Laurel VEC Chairman regarding any issue or situation that occurs before, during, or after an exam session.
- 2.13. Keeping the appropriate Regional Coordinator or the VEC Chairman informed as to your status and when your status changes including, but not limited to, the following:
 - 2.13.1. Personal absences by the Team Leader and the Deputy Team Leader that will prevent the team from conducting their next scheduled exam session(s).
 - 2.13.2. Extended personal absences by the Team Leader during which he/she will be incommunicado.
- 2.14. Responding to queries from the Regional Coordinator, the VEC Chairman within 72 hours and from team members in a timely fashion.
- 2.15. Selecting and training one or more VEs to be a Deputy Team Leader.
 - 2.15.1. Deputy Team Leaders are required to have an Amateur Extra class license.
 - 2.15.2. Deputy Team Leaders must be designated as such on the team's page in the Laurel VEC VE Portal.
 - 2.145.2.1. Deputy Team Leaders can be added or removed at the discretion of the Team Leader.
 - 2.15.3. Deputy Team Leaders must be trained to a level of expertise that will allow them to perform the duties of the Team Leader during an absence of the Team Leader.
 - 2.15.4. Deputy Team Leaders are authorized access to the team's page in the Laurel VEC VE Portal. Contact your Regional Coordinator for assistance.
 - 2.15.5. Team Leaders and Deputy Team Leaders cannot change each other's personal information in the Laurel VEC VE Portal. Contact your Regional Coordinator for assistance.
- 2.16. Creating exams and answer keys using the following applications which can be found in the VE Portal of the Laurel VEC website. Only the Team Leader and Deputy Team Leaders are allowed to create exams and answer keys.
 - 2.16.1. ExamMaker
 - 2.16.2. Exam Generator
 - 2.26.3. Exam Tools
 - 2.16.4.1. Teams are authorized to use in-person online computer-based testing available from Exam Tools.
- 2.17. Scheduling, cancelling, and advertising exam sessions.
 - 2.17.1. Typically, the Team Leader schedules exam sessions on the LARC Portal website. However, a Deputy Team Leader can be assigned this task.

2.17.1.1. Publish the date, location, time of the team's exam sessions and any applicant requirements (i.e., pre-registration required) on the team's page in the LARC VEC VE Portal.

2.17.2. Consider listing the team's exam sessions on the following websites:

2.17.2.1. ARRL - <https://www.arrl.org/non-arrrl-exam-session-form>

2.17.2.2. Exam Tools - <https://examtools.org>

2.17.3. When scheduled exam sessions are cancelled for any reason, instead of attaching files to the cancelled exam session in the Portal, the Team Leader will enter a comment in the "Session Correspondence" dialog box explaining that the session was cancelled and why.

2.18. Conducting exam sessions.

2.18.1. The VE in charge of conducting an exam session is referred to as the Session Leader. In most cases, the Session Leader is the Team Leader.

2.18.2. Only a Team Leader or a Deputy Team Leader designated by the Team Leader may conduct an exam session.

2.18.3. Exam session activities and tasks are described in Appendix 8.

2.19. Creating instructions to be given to examinees prior to administering exams. These instructions may be given verbally and may be included with exam booklets in written form. The instructions must include, but are not limited to, the following:

2.19.1. *The FCC's rules ([§97.511](#)) state that examinees must follow the instructions of the VEs.*

2.19.2. *Failure to comply with VE instructions will result in you having your exam terminated without further action and will disqualify you from further participation in the examination session. ([§97.509\(c\)](#))*

2.19.3. *You may not have access to any of the following electronic devices while taking an exam.*

2.19.3.1. *Cell phones.*

2.19.3.2. *Smart watches.*

2.19.3.3. *Tablets.*

2.19.3.4. *Earbuds and headphones.*

2.19.3.5. *Smart Glasses [e.g., Apple glasses, Google glasses, etc.]¹.*

2.19.4. *You may use a calculator but must be checked prior to starting your exam by a VE to ensure that no formulas have been programmed or stored in the memory. You might be asked to demonstrate to a VE that nothing is programmed or stored in memory.*

2.19.4.1. *Electronic devices (e.g., cell phones, tablets, Smart watches, etc.) may not be used as calculators and must be turned off while exams are being administered to prevent disturbing other applicants.*

2.19.5. *Write calculations, formulas, etc. on the back of your answer sheet. Additional scratch paper will be provided upon request.*

2.19.6. *How to mark the answer sheet.*

2.19.7. *If you leave the examination area for any reason before completing your exam, your exam will be immediately graded, and you will be informed of the result.*

2.19.8. *If VEs observe you cheating, your exam will not be graded. You will be informed that you were observed cheating and you may no longer participate in the exam session. You will be instructed to leave the exam facility.*

2.19.8.1. *Other nearby LARC VEC teams and other VECs may be informed of your cheating so they can prepare procedures to insure you don't cheat should you decide to take an exam with a different team.*

2.20. Scanning all exam session related paperwork following the exam session to include, but not limited to, the following, as applicable. **Note:** While this is normally done by the Team Leader it can be delegated to a designated Deputy Team Leader.

- Session Summary Report
- VE Sign-in Sheet
- Registration Log, as applicable.
- LARC-VEC Forms 605 for each applicant, as applicable.
- All answer sheets whether the applicant passed or failed, as applicable.
- Applicant Registration Form, as applicable (Use is optional)
- Copies of any claimed exam element credit, as applicable.
- VE Checklist, as applicable (Use is optional)

2.20.1. The resulting scanned documents must be legible.

2.21. Uploading scanned and legible session paperwork and SessionManager files to the VE Portal.

2.21.1. While this is normally done by the Team Leader it can be delegated to a designated Deputy Team Leader.

2.21.1.1. **If the Team Leader or a designated Deputy Team Leader had a family member, as described in Appendix 1, who applied for a new license or an upgrade to an existing license, they are prohibited from uploading documents to the VE Portal.** Contact your Regional Coordinator for assistance.

2.22. Retaining the original paperwork from the exam session for 30 days from the date of the exam session after which the paperwork must be destroyed. Teams may not retain the original exam session paperwork beyond 30 days.

Note: Session and applicant data entered in SessionManager can be retained indefinitely and recalled if necessary (e.g., Resubmitting an application, etc.). SessionManager will automatically archive session files older than 30 days.

2.23. Notifying the applicable Regional Coordinator of all instances of cheating by an examinee.

Appendix 5

Session Leader Responsibilities

Updated 22 March 2024

1. The Session Leader is an appropriately qualified (e.g., Must have an Amateur Extra class license) and LARC VEC accredited VE in charge of conducting an exam session. Typically, the Team Leader is the Session Leader. However, the Team Leader may designate a Deputy Team Leader to conduct an exam session, especially during his/her absence.
2. The Session Leader will ensure the session activities and tasks described in Appendix 8 are performed in accordance with the FCC rules and instructions, Laurel VEC policies and instructions, and the team's policies and instructions, as appropriate.
3. The Session Leader will immediately address and resolve the following issues brought to their attention by VEs during an exam session and take action as deemed appropriate. In doing so, the Session Leader will exercise discretion.
 - 3.1. Failure of VEs, including the Session Leader, to comply with FCC rules and/or LARC VEC policies.
 - 3.1.1. Make corrections if required or explain why corrections are not required.
 - 3.2. Failure by applicants to comply with VE instructions.
 - 3.2.1. Evaluate the situation and determine the severity, and decide on a course of action (e.g., warn the applicant or terminate the applicant's participation in the exam session).
 - 3.3. Suspected cheating by an examinee.
 - 3.3.1. Continue to monitor the examinee. If possible, have additional VEs observe the examinee. If and until cheating is confirmed, treat the applicant like any other applicant.
 - 3.4. Confirmed cheating by an applicant.
 - 3.4.1. When an examinee is caught cheating, and there are sufficient numbers of qualified VEs present, continue the exam session. **Note:** You may have to reassign the duties of some VEs in order to continue the exam session.
 - 3.4.1.1. Discreetly ask the examinee to step away from where they are taking the exam and inform the applicant that one or more VEs observed them cheating.
 - 3.4.1.2 Describe the act of cheating that was observed.
 - 3.4.1.3. Inform the examinee that they cannot continue to participate in the exam session and request that they leave the testing venue.
 - 3.4.2. When an examinee is caught cheating, and without your presence as an administering VE, there are no longer sufficient numbers of qualified VEs to continue the exam session, you must halt the exam session.

3.4.2.1. Announce that the exam session is halted. Instruct the examinees to remain seated and to close their exam booklets. They are to remain seated until the exam session continues.
Note: The two remaining VEs will observe the examinees to ensure compliance.

3.4.2.1.1. Ask the examinee who was caught cheating to step away from where they are taking the exam and inform the applicant that one or more VEs observed them cheating.

3.4.2.1.2 Describe the act of cheating that was observed.

3.4.2.1.3. Inform the examinee that they cannot continue to participate in the exam session and request that they leave the testing venue.

3.4.3. The results of any exams taken by an examinee caught cheating will be treated as failed exams and the answer sheets will be marked with the word "**CHEATED**". All exam results will be entered into SessionManager as "Failed".

3.4.4. Notify your Regional Coordinator and Team Leader, if applicable, of all incidents of cheating.

Appendix 6

Volunteer Examiners (VE) Responsibilities

Updated 22 March 2024

1. VE responsibilities include, but are not limited to, the following:
 - 1.1. Maintaining a level of knowledge and understanding of the FCC rules, FCC Public Notices and LARC VEC policies. Refer to Paragraph 7 of the LARC VEC policy document.
 - 1.2. Complying with the FCC Rules, LARC VEC policies, including the LARC VEC Code of Conduct, and instructions from the LARC VEC Chairman, Regional Coordinators, and Team Leaders as applicable.
 - 1.3. Updating their personal contact information in the LARC VEC Portal, as required.
 - 1.4. Performing the tasks assigned to them by the Session Leader during an exam session.
 - 1.5. Reporting actual or perceived non-compliance with instructions given to applicants during an exam session to the Session Leader.
 - 1.6. Seeking clarification of instructions, policy, and/or FCC rules through the “chain of command” (e.g., VEs contact their Team leaders, Team Leaders contact their Regional Coordinators, and Regional Coordinators contact the VEC Chairman).
 - 1.7. Immediately notifying the Session Leader of any of the following:
 - 11.7.1. Actual or perceived failure of any VE, including the Session Leader, to comply with FCC rules and/or LARC VEC policies.
 - 11.7.2. Failure by applicants to comply with VE instructions.
 - 11.7.3. Suspected cheating by an applicant.
 - 11.7.4. Observed cheating by an applicant.
 - 11.7.5. If a VE feels that any of the above are not properly addressed in their opinion, by the Session Leader during an exam session, the VE should notify the Session Leader and leave the session and report the incident to the Team Leader, if applicable, or the appropriate Regional Coordinator.
 - 1.8. Failure to comply with any of the above may result in being disaccredited as a VE by the LARC VEC Chairman.

Appendix 7

LARC VEC VE Portal

Updated 22 March 2024

1. The LARC VEC VE Portal is one of two websites maintained by the LARC VEC.

1.1. The VE Portal can be accessed using the login link on the LARC public website.

1.2. Access to the Portal normally requires a password unless you are trying to reset your password and you choose to access the Portal via a link that allows you one-time access.

2. All LARC VEC accredited VEs can access the Portal.

2.1. **Regional Coordinators have full access to the features within the Portal.**

2.2. **Team Leaders (TL) and Deputy Team Leaders (DTL) have access to most of the features within the Portal.**

2.3. **All other active Laurel VEC accredited VEs have limited access to the features within the Portal.**

Note: Contact your Regional Coordinator for assistance as required.

3. The VE Portal provides access to the following features. Who has access to these features is indicated below the feature.

3.1. **A personal “Dashboard”.**

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	Yes

3.2. **The list of VE teams managed by the LARC VEC.**

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	Yes

3.3 **Team Information.**

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.3.2.1. **Nominate qualified licensees to be accredited as a VE by the LARC VEC.**

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.3.2.2. Add a LARC VEC accredited VE to a team.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.3.2.3. Designate Team VEs as “Active” or “Inactive”.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.3.2.4. Designate qualified TEAM VEs as a Deputy Team Leader.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.3.2.5. Manage exam session listings (e.g., add, delete, or change exam session locations, add, delete or change exam sessions, dates, and/or applicant requirements).

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.4. View the roster of Volunteer Examiners accredited by the LARC VEC.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	Yes

3.5. Access LARC VEC resources (e.g., VEC developed software, forms, and documents).

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	Yes

3.6. Access the Learning Resource Center.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	Yes

3.7. Generate exams.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.8. View and update personal contact information (e.g., email address and phone number).

Regional Coordinators	Yes ¹
Team Leaders/Deputy Team Leaders	Yes ²
All other VEs	Yes ³

¹ Regional Coordinators may view and update their own personal contact information, the personal contact information of Team Leaders, Deputy Team Leaders, and all other VEs on teams within their sphere of control.

² Team Leaders and Deputy Team Leaders may view and update their own personal contact information and the personal contact information of VEs on their team, within the limitations of privacy settings put in place by the VEs, but they may not update each other's information.

³ All other VEs may only view and update their own personal contact information.

Note: All active Laurel VEC accredited VEs, without regard to their role, are required to keep their contact information up to date in the Portal.

3.9. Attaching scanned exam session paperwork to a scheduled exam session for review by their Regional Coordinator.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.10. Attaching the exam session file (i.e., the ENC file) to a scheduled exam session for review and submission to the FCC by their Regional Coordinator.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	Yes
All other VEs	No

3.11. Submit exam session files (i.e., the ENC file) to the FCC.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	No¹
All other VEs	No

¹ A few Team Leaders/Deputy Team Leaders, designated by the VEC Chairman, have access to this feature.

3.12. Create new teams.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	No
All other VEs	No

3.13. Designate and change Team Leaders.

Regional Coordinators	Yes ¹
Team Leaders/Deputy Team Leaders	No
All other VEs	No

¹ Access to this feature is not available to all RCs.

3.14. Inactivate and reactivate teams.

Regional Coordinators	Yes ¹
Team Leaders/Deputy Team Leaders	No
All other VEs	No

¹ Access to this feature is not available to all RCs.

3.15. View all EBF files submitted by all teams.

Regional Coordinators	Yes
Team Leaders/Deputy Team Leaders	No¹
All other VEs	No

¹ A few Team Leaders/Deputy Team Leaders, designated by the VEC Chairman, have access to this feature.

Appendix 8

Exam Session Activities and Tasks

Updated 22 March 2024

1. Exam sessions typically consist of three phases. The activities and tasks within each phase may vary according to each team's situation.

1.1. Phase 1 – Pre-exam session activities and tasks.

1.2. Phase 2 – Exam session activities and tasks.

1.3. Phase 3 – Post exam session activities and tasks.

2. **Phase 1 - Pre-exam session activities and tasks.** The following sub-tasks are associated with pre-exam session activities.

2.1. Pre-exam session activities are typically performed by the Team Leader although a Deputy Team Leader may be tasked to perform these activities.

2.2. Pre-exam session activities include, but are not limited to, the following:

2.2.2. **Sub-task 2-1** - Confirm the exam facility is still available for use on the scheduled date and time.

2.2.2.1. The facility where the exam session will be conducted must be accessible by applicants with disabilities.

2.2.3. **Subtask 2-2** - Confirm that an adequate number of qualified VEs accredited by the Laurel VEC will participate in the scheduled exam session.

2.2.4. **Subtask 2-3** - Coordinate with applicants who pre-register for the exam session. This includes answering their questions, and providing directions, etc.

2.2.5. **Sub-task 2-4** - Ensure up-to-date, complete, and clean exam booklets are available for the exam session as applicable.

2.2.5.1. Replace any out-of-date, incomplete, damaged booklets, or exam booklets that have been written on.

2.2.6. **Sub-task 2-5** - Ensure there are sufficient forms available for the exam session.

2.2.7. **Sub-task 2-6** - Ensure that equipment (e.g., computer, printer, etc.) to be used during the exam session, if applicable, is in working order and extra ink or toner cartridges are available.

3. **Phase 2 - Exam session activities and tasks.**

3.1. Every exam session has a workflow consisting of several tasks including, but not limited to, the following. **Note:** Each task has one or more sub-tasks.

3.1.1. Preparation

3.1.2. Registration.

- 3.1.3. Administering exams.
- 3.1.4. Grading exams.
- 3.1.5. Notification and retesting.
- 3.1.6. Verification and certification of results.
- 3.1.7. Awarding of certificates, if applicable.

4. **Preparation.** The following sub-tasks are associated with Preparation.

4.1. **Sub-task 4-1** - The Session Leader will assign participating VEs certain tasks to perform during the exam session in accordance with the team's workflow and qualifications as indicated in the chart below.

4.1.1. VEs may be assigned multiple tasks throughout the workflow based on the number of available VEs and their class of license.

4.1.2. The chart below indicates who may administer exams, grade exams, and certify the results for each exam element.

Exam Elements	License class of VEs Who Can Administer and Grade Exams, and Certify the Results
Element 2	Amateur Extra, Advanced and/or General Class VE
Elements 2 and 3	Amateur Extra and/or Advanced Class VE
Elements 2, 3, and 4	Amateur Extra Class VE

4. 2. **Sub-task 4-2** – The Session Leader will ensure that no VE who has a family member¹² or in-law¹³ or anyone who lives in the same household as the VE, who is submitting an application for any purpose, participates in the exam session in any capacity.

4.2.1. It is permissible for the VE to attend the session, but he/she may not participate in any capacity.

4.3. **Sub-task 4-3** – Arrange furniture, if required, to facilitate the efficiency of the team's workflow.

5. **Registration.** The following sub-tasks are associated with registration.

5.1. **Sub-task 5-1** - Applicants must provide certain required information to the VEs in accordance with the FCC rules.¹⁴ The required information to be provided is described in Section 1 of LARC-VEC Form 605 Amateur Radio Application.

¹² No VE may administer an examination to his or her spouse, children, grandchildren, stepchildren, parents, grandparents, stepparents, brothers, sisters, stepbrothers, stepsisters, aunts, uncles, nieces, nephews, and in-laws. ([§97.509\(d\)](#))

¹³ The FCC rules define in-laws as: *A parent, stepparent, sibling, or stepsibling of a licensee's spouse; the spouse of a licensee's sibling, stepsibling, child, or stepchild; or the spouse of a licensee's spouse's sibling or stepsibling.* ([§97.3\(a\)\(27\)](#))

¹⁴ [§1.913\(f\)](#), [§97.17\(b\)\(1\)](#) and [§97.21\(a\)\(2\)](#).

5.1.1. The required information may be collected prior to the date of the exam session. Applicants can provide the required information through a pre-registration process if available. The data can be imported into SessionManager or manually entered into SessionManager prior to the exam session.

5.1.2. The required information may be collected during the exam session using a LARC VEC Form 605 or an Applicant Registration Form and entered into SessionManager during the exam session or following the exam session.

5.1.2.1. If a team does not use SessionManager to print documents (e.g., Form 605, CSCE, etc.) during the exam session, applicants must manually enter the required information in Section 1 of LARC VEC Form 605, using a pen. The applicant's information can be entered into SessionManager following the exam session.

5.1.2.2. Because SessionManager is designed to comply with the requirements described in the FCC's ULS [Electronic Batch Filing Process Guide](#), **we cannot accept applications for any purpose** from persons who use a single name (e.g., Madonna, Beyonce, Ye, It, etc.) or from persons who use a name that contains numbers, punctuation marks, or symbols. (e.g., Guido235, &alien?, etc.). **Refer such applicants to the FCC Help Desk at 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET).**

5.1.2.3. **Each applicant is required to have an FRN before their application will be accepted regardless of the purpose.**

5.2. Sub-task 5-2 - Verify the identity of applicants.

5.2.1. The FCC rules state that *"no person shall obtain or attempt to obtain or assist another person to obtain or attempt to obtain, an amateur service license grant by fraudulent means"*. [§97.17\(c\)](#)

5.2.2. While the FCC does not provide instructions on how to prevent someone from obtaining an amateur license by fraudulent means, the following are the methods to be used by VEs accredited by the Laurel VEC to verify an applicant's identity.

5.2.2.1. Require each applicant to provide a government issued photo ID such as a passport or military ID card, a state issued driver's license or Identification card. Only one form of ID is required.

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

5.2.2.1.2. For youth, a non-government issued photo ID (e.g., Student ID, etc.), a non-photo ID (e.g., School ID, library card, report card, etc.) is acceptable.

Note: The Team Leader may devise procedures to confirm the identity of youth who do not possess any form of identification or contact your Regional Coordinator for guidance.

5.2.3. Each time an applicant moves from the registration room of the exam facility to the test room, a VE must confirm the applicant's identity. Teams do not have to re-identify an applicant if testing is administered in the same room as registration, or when a VE observes an applicant moving from one room to another, and the applicant's ID was checked during Registration.

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

5.3. **Sub-task 5-3** - Review and verify any element credit. [§97.505](#)

5.3.1. Element credits are awarded for Elements 3 and/or Element 4 based on licenses that were **granted by the FCC** and/or a Certificate of Successful Completion of Examination (CSCE), as indicated below.

5.3.1.1. **Element credit based on licenses previously granted by the FCC do not expire.**

Operator Class License	Current license is unexpired or within the renewal grace period	Former license is expired and beyond the renewal grace period
Amateur Extra granted by the FCC.	Not applicable	Elements 3 and 4
Advanced; General; or Technician granted by the FCC before March 21, 1987	Elements 2 and 3	Element 3
Technician Plus ¹⁵ or Technician granted by the FCC on or after March 21, 1987	Element 2	No credit

5.3.2. Proof of element credit. Applicants claiming credit for an exam element must provide documentation supporting a claim for exam element credit. The following documents may be used for exam element credit:

5.3.2.1. **A Certificate of Successful Completion of Examination (CSCE).**

5.3.2.1.1. The applicant must provide the original and a copy of the CSCE.

5.3.2.1.2. The CSCE must not be older than 365 days from the date it was issued.

5.3.2.1.3. The CSCE must indicate the specific exam element(s) the examinee passed.

5.3.2.1.4. The CSCE must not be altered or appear to be altered.

5.3.2.1.5. The CSCE must be signed by three VEs.

5.3.2.1.6. VEs are required to accept unexpired and unaltered CSCEs issued by another VEC as proof of element credit.

Note: Examples of CSCEs from other VECs are available in the Resources section of the VE Portal.

5.3.2.1.7. The VEs will retain the copy of the CSCE and return the original CSCE to the applicant.

5.3.2.2. **An expired license granted by the FCC.**

5.3.2.2.1. The applicant may provide the original and a copy of the expired license or copy of a "Reference Copy" of the license from the ULS.

¹⁵ The last Technician Plus license was cancelled on 12 June 2013.

- An expired Technician class license granted prior to 21 Mar 1987 for Element 3 credit.
- An expired General class license for Element 3 credit.
- An expired Advanced class license for Element 3 credit.
- An expired Amateur Extra class license for Element 3 and/or Element 4 credit.

5.3.2.2.2. After inspecting the expired license or the “Reference Copy”, the VEs must retain a copy of the expired license or the “Reference Copy” and return the original license to the applicant if applicable.

Note: Licenses issued by third parties (e.g., US Navy, US Army, US Air Force, former territories, and trusts, etc.), even if authorized by the FCC, **are not acceptable** for element credit.

5.3.2.3. A letter from the FCC.

5.3.2.3.1. The applicant must provide the original and a copy of the letter.

5.3.2.3.2. The letter must indicate that the applicant was previously granted a specific class of license and when the license was granted. **Note:** This is very rare.

5.3.2.3.3. The VEs must retain a copy of the letter and return the original letter to the applicant.

5.3.2.4. A copy of the cover and applicable page from a Call Sign book.

5.3.2.4.1. Some call sign books are available from the following website:

https://archive.org/search.php?query=subject%3A%22callbook%22&sort=date&_page=2

5.3.2.4.2. **The cover must show the date of publication and the page must show the applicant’s name, call sign, and class of license.**

Note: If the applicant has not already done so, VEs should indicate the location of the applicant’s data by highlighting, underlining, or circling the data on the copy of the page they retain.

5.3.2.4.3. The VEs must retain a copy of the cover page and the page that lists the applicant’s information.

5.3.2.5. Copy of applicable page from the QRZ database.

<https://www.qrz.com/db1993?callsign=>

5.3.2.5.1. The VEs must retain a copy of the page that lists the applicant’s information.

6. Administer exams. The following sub-tasks are associated with administering exams.

6.1. **Sub-task 6-1** - Prior to administering exams to applicants, **VEs must provide instructions to the applicants.** These instructions must be given verbally and may be included with exam booklets in written form. **The instructions must include, but are not limited to, the following:**

6.1.1. *The FCC’s rules state that examinees must follow the instructions of the VEs.* ([§97.511](#))

6.1.2. *Failure to comply with VE instructions will result in you having your exam terminated without further action and will disqualify you from further participation in the examination session.*
(§97.509(c))

6.1.3. *You may not have access to any of the following electronic devices while taking an exam.*

6.1.3.1. *Cell phones.*

6.1.3.2. *Smart watches.*

6.1.3.3. *Tablets.*

6.1.3.4. *Earbuds and headphones.*

6.1.3.5. *Smart Glasses (e.g., Apple glasses, Google glasses, etc.).*

6.1.4. *You may use your own calculator, but it must be checked prior to starting your exam by a VE to ensure that no formulas have been programmed or stored in the memory. You might be asked to demonstrate to a VE that nothing is programmed or stored in memory.*

6.1.4.1. *Electronic devices (e.g., cell phones, tablets, Smart watches, etc.) may not be used as calculators and must be turned off while exams are being administered to prevent disturbing other applicants.*

6.1.5. *Write calculations, formulas, etc. on the back of your answer sheet. Additional scratch paper will be provided upon request.*

6.1.6. *How to mark the answer sheet.*

6.1.7. *No talking while exams are being administered (e.g., Maintain a library-like atmosphere while exams are being administered.).*

6.1.8. *If you leave the examination area for any reason before completing your exam, your exam will be immediately graded, and you will be informed of the result.*

6.1.9. *If VEs observe you cheating, your exam will not be graded. You will be informed that you were observed cheating and you may no longer participate in the exam session. You will be instructed to leave the exam facility.*

6.1.9.1. *We will notify other LARC VEC teams and other VECs will be informed of your cheating so they can prepare procedures to insure you don't cheat should you decide to take an exam with a different team.*

6.2. **Sub-task 6-2** - Prior to administering exams, inform applicants how they are to mark the answer sheet and how to correct selected answers, as appropriate.

6.3. **Sub-task 6-3** - Prior to administering exams, inform applicants about the team's retest policy.

Note: The FCC rules do not require VEs to offer an applicant the opportunity to retake a failed exam.

Note: If an applicant is allowed to retest, a different version of the failed exam must be administered to the applicant.

6.4. **Sub-task 6-4** - Administer exams per the request of each applicant.

- 6.4.1. Applicants may take any exam in any order, at their discretion.
- 6.4.2. Applicants may request a “large font” exam.
- 6.4.3. Applicants do not have to pass one exam before starting another.
- 6.4.4. Applicants may take a break between exams.

6.5. Sub-task 6-5 - Administer exams.

- 6.5.1. A minimum of three qualified VEs are required to administer exams and observe the examinees throughout the examination process.
- 6.5.2. Teams will staff the session with as many qualified VEs as required to administer the exams.
 - 6.5.2.1. A ratio of one administering VE per four applicants is recommended,
 - 6.5.2.2. Teams with experienced VEs may conduct an exam session with a lower ratio of VE per applicant (e.g., one VE per 4 or 5 applicants).

6.6. Sub-task 6-6 - The administering VEs must observe the examinees throughout the entire examination. [§97.509\(c\)](#)

- 6.6.1. Since the Laurel VEC does not coordinate remote exam sessions, the administering VEs must be present in the room where and while applicants are taking exams and observe them at all times while they are taking exams.
- 6.6.2. The administering VEs may not read books, magazines, newspapers, use electronic devices such as a cell phone, tablet or any other device while observing examinees.
- 6.6.3. The administering VEs may not engage in conversation with anyone including applicants or other VEs while observing the examinees unless it is in the performance of their duties.

6.7. Sub-task 7 – The administering VEs will immediately notify the Session Leader when VEs, including the Session Leader, fail to comply with the FCC’s rules and/or LARC VEC policies, when an examinee fails to comply with their instructions, when an examinee is suspected of cheating, or when an examinee is observed cheating.

6.8. Sub-Task 8 - Terminate an examinee’s examination upon failure of the examinee to comply with the VE’s instructions or if the examinee is observed cheating.

- 6.8.1. Each examinee must comply with the instructions given by the administering VEs. [§97.511](#)
- 6.8.2. The administering VEs are responsible for the proper conduct and necessary supervision of each examination. [§97.509\(c\)](#)

6.9. Sub-task 9 – The administering VEs must accommodate an examinee during an exam session whose physical disabilities require a special examination procedure. [§97.509\(k\)](#)

- 6.9.1. Applicants may request a large print exam without proof of visual impairment.
- 6.9.2. An applicant may request that an exam be read to him or her.

6.9.2.1 Large font exams do not contain questions that refer to figures or images making these exams ideal for reading exams to visually impaired or blind applicants.

6.9.2.2. Session Leaders, based on their assessment of the qualifications of the VEs, will select three appropriately qualified VEs to participate in reading an exam to an applicant when requested.

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

6.9.2.3.1. This does not mean that each VE must read each exam question before the applicant answers.

6.9.2.3.2. VEs should take turns reading the questions (e.g., VE 1 reads question 1, VE 2 reads question 2, etc.) **OR** VEs can read a number of questions (e.g., VE 1 reads questions 1-5, VE 2 reads questions 6-10, etc.).

6.9.2.4. The applicant will identify the correct answer and mark the answer sheet if appropriate **OR** one of the three VEs will mark the answer sheet in accordance with the applicant's choice of answer.

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

6.9.2.4.2. Each VE will indicate by their signature and/or their call sign that they have administered the exam and recorded the applicant's answers honestly and in full compliance with the applicable FCC rules and the policies, procedures and instructions of the Laurel VEC.

6.9.3. In the unlikely event that an applicant requests an accommodation for a non-physical disability (e.g., cognitive or neurological disability) explain to them that the Laurel VEC is not prepared to provide such an accommodation without further information and do the following:

6.9.3.1. Inform the applicant that they must provide a physician's note describing the disability and recommended method of testing in lieu of a multiple-choice exam.

6.9.3.2. Inform the applicant that even with the physician's input, we may not be able to accommodate the applicant.

6.9.3.3. Notify your Regional Coordinator when asked to accommodate an applicant with a non-physical disability.

6.10. Teams may choose to accommodate an applicant whose disability prevents them from appearing at the exam session facility by administering an exam at the applicant's residence.

7. **Grade Exams.** The following sub-tasks are associated with grading exams.

7.1. **Sub-task 7-1** – Grade each exam as soon as possible after the applicant completes an exam. [§97.509\(h\)](#)

6.1.1. Each exam must be graded by three qualified VEs.

7.2. Grading methods.

7.2.1. Manual grading.

7.2.1.1. **Sub-task 7-2-1** - The grading VEs select an answer key (Usually a paper document) or a grading overlay that indicates the correct answers for a particular exam based on information entered at the top of the answer sheet. An example of a grading overlay are the blue acetates that the ARRL uses. Overlays can also be homebrewed.

7.2.1.2. **Sub-task 7-2-2** - The grading VEs must mark the answer sheet to indicate the correct answer for a failed question. This can be done using colored pens or using vertical, horizontal, and slanted lines.

6.2.1.2.1. If the Session Leader is one of the grading VEs, he/she should be the last VE to grade the exam.

7.2.1.3. **Sub-task 7-2-3** - One of the grading VEs (Preferably the last VE who grades the exam) will mark the answer sheet to indicate the number of incorrect questions and enter the number of correct and failed questions and whether the applicant passed or failed the exam.

7.2.1.4. **Sub-task 7-2-4** - Each grading VE will confirm the results by initialing and/or writing their call signs on the answer sheet.

7.2.2. Electronic grading.

7.2.2.1. **Sub-task 7-3-1** - The VEs may use an online program (e.g., Exam Tools) or a software application (e.g., Zip Grade, etc.) that is installed on a device (e.g., smart phone or tablet) to grade exams.

7.2.2.1.1. Whichever electronic method is used, it must indicate the number of correct and failed questions and whether the applicant passed or failed the exam and must generate a printable answer sheet with the failed questions indicated.

7.2.2.1.2. When using a software application to grade exams, only one VE needs to scan the answer sheet, but three qualified VEs must view and confirm the results.

7.2.2.2. **Sub-task 7-3-2** - Three qualified VEs must initial and/or print their call sign on the answer sheet to confirm the grading results.

8. Notification of results and retesting. The following sub-tasks are associated with notification of results and retesting.

8.1. **Sub-task 8-1** – Promptly notify each applicant of their results including the grade (e.g., number of correct and incorrect questions) of each exam taken as soon as possible after grading is complete.
[§97.509\(h\)](#) [§97.509\(j\)](#)

8.1.1. This task is normally performed by the Session Leader but can be performed by other VEs designated by the Session Leader.

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

8.1.3. If the applicant failed their exam, notification should be done discreetly to reduce any embarrassment to the applicant.

8.1.3.1. VEs may offer the applicant the opportunity to retest a failed exam if the team policy allows retesting.

8.1.3.2. VEs may share the results of the exam with the applicant including which questions were failed and explaining why the applicant's selected answer was incorrect if they have sufficient VEs and time to do so. Such discussions will not be conducted during the exam session if it requires VEs to be absent from their primary duties.

8.2. **Sub-task 8-2** - Return the applicant's personal paperwork (e.g., The 605, copies of element credit, copy of license, etc.) to the applicant if the applicant did not pass any element exam and the applicant did not request any administrative actions. [§97.509\(j\)](#)

8.3. **Sub-task 8-3** – If the applicant passed their exam(s), inform the applicant that they must remain in the exam facility as they must sign paperwork.

9. **Preparation of documents for certification.** The following sub-tasks are associated with the preparation of documents.

9.1. Whether the Form 605 and CSCE are prepared manually or using SessionManager, certain things must be done before the certifying VEs receive these documents.

9.1.1. **Sub-task 9-1** - Confirm the results to be indicated on the Form 605 and the CSCE.

9.1.1.1. Review all exam answer sheet(s) that indicate the applicant passed one or more exams.

9.1.1.2. Review copies of Element credit provided by the applicant and confirm that they are valid.

9.1.1.3. Determine which class of license, if any, for which the applicant is eligible.

9.1.2. **Sub-task 9-2** - Prepare LARC VEC Form 605, Section 2. This can be done manually or by using SessionManger and then printing the form.

9.1.2.1. If an applicant passes an element exam and/or presents element credit that will result in a new license or an upgrade, mark the Form 605 to indicate the class of license earned.

9.1.2.2. If an applicant passes an element exam that does not result in a new license or an upgrade, mark the Form 605 to indicate "No new license or upgrade was earned".

9.1.2.3. Enter the date and location of the exam session.

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

9.1.4. **Sub-task 9-3** – Prepare a single CSCE for each applicant who passes one or more element exams, and/or who earns a license or an upgrade to an existing license, if appropriate. [§97.509\(l\)](#) This can be done manually or by using SessionManager and then printing the CSCE. The CSCE must indicate the following:

9.1.4.1. The applicant's information:

- Name.
- Call sign, if applicable.
- Address.
- City, State and ZIP Code.

9.1.4.2. Each element exam the applicant passed, if applicable.

9.1.4.2.1. Circle each exam element the applicant passed and cross out or line through any exam elements not taken or failed.

9.1.4.2.2. Circle the word “None” if the applicant did not take or did not pass any exam elements, but still qualified for an upgrade to their license, and cross out or line through each of the remaining elements.

9.1.4.3. The class of license, if any, for which the applicant is qualified.

9.1.4.3.1. Circle a single class of license for which the applicant is qualified as a result of the applicant passing one or more exam elements and/or providing valid element credit for a new license or upgrade.

9.1.4.3.2. Circle the word “None” if the applicant passed an exam element but failed to qualify for a license or an upgrade to their existing license and cross out or line through the license classes.

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

9.1.6. Teams may use support personnel (licensed or not and regardless of whether they are a VE or not), **who are appropriately trained**, to prepare the LARC-VEC Form 605 and the CSCE for signing.

9.1.6.1. Preparation of these documents can be done manually or by using the SessionManager application.

10. **Certification of results.** The following sub-tasks are associated with the certification of results.

10.1. **Sub-task 10-1** - Three appropriately qualified VEs must certify that the examinee is qualified for a license grant and that the participating VEs have complied with the administering VE requirements. [§97.509\(i\)](#)

10.1.1. The Certifying VEs may delegate to other qualified administering VEs their authority, but not their accountability, to perform other tasks including but not limited to the following:

- Registering applicants.
- Administering exams.
- Grading exams.
- Preparing appropriate forms to be signed by the Certifying VEs.

10.2. **Sub-task 10-2** - Each Certifying VE must independently review all of the applicant's paperwork (e.g., exam answer sheets, element credit, etc.) and confirm that the results indicated in Section 2 of the Form 605 and on the CSCE are 100% complete and 100% correct. If any errors are found, they must be corrected.

10.2.1. If mistakes are found in the Form 605, they must be corrected. Corrections can be made using “White Out”, “Correction Tape” and/or “pen and ink changes”.

10.2.2. If mistakes are found in the CSCE, the CSCE to be destroyed and a new CSCE prepared. **The use of “White Out”, “Correction tape”, and “pen and ink changes” on a CSCE is prohibited.**

10.3. **Sub-task 10-3** - If each Certifying VE independently confirms that the results indicated on the Form 605 and the CSCE are correct, then the Certifying VEs must sign and date each document as appropriate.

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

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

Note: If the LARC-VEC Form 605 is for an administrative update or a renewal only, no VE signatures are required but the applicant must sign the Form 605. Teams may adjust their workflow to accommodate such applications.

11. **Review of applicant's paperwork and presentation of a CSCE, if applicable.** The following sub-tasks are associated with the review of applicant's paperwork and presentation of a CSCE.

11.1. **Sub-task 11-1** – Prior to issuing a CSCE to an applicant and letting them depart the exam facility, the Session Leader, or a designated VE, must do the following:

11.1.1. **Sub-task 11-1-1** - Review the applicant's paperwork (e.g., exam answer sheets, copies of element credit, the Form 605, and the CSCE) to confirm that the Form 605 and the CSCE are 100% complete and the results indicated therein, are 100% accurate.

11.1.1.1. If any mistakes are found, the applicable form(s) must be corrected immediately or replaced, and re-signed if necessary.

11.1.2. **Sub-task 11-1-2** - Instruct each applicant to review their information on the Form 605, and the CSCE if applicable, to confirm the correctness of the information therein.

11.1.2.1. In addition to ensuring the applicant's name, address, and FRN are correct, emphasis must be placed on the Felony Question answer, the applicant's email address and whether the applicant has any applications that the FCC has not yet acted upon.

11.1.2.2. If any mistakes are found, the applicable form(s) must immediately be corrected or replaced and re-signed if necessary.

11.1.3. **Sub-task 11-1-3** - If the applicant states the information is correct or incorrect information has been corrected, instruct the applicant to sign the Form 605, if it is not already signed, and the CSCE.

11.1.4. **Sub-task 11-1-4** – Issue the CSCE to the applicant.

Note: The Form 605 and the CSCE (If applicable) must be signed by the applicant before the CSCE is issued to the applicant and the applicant is allowed to depart the exam session facility.

12. **Additional information for applicants.** The following sub-tasks are associated with providing additional information for applicants.

12.1. **Sub-task 12-1** - Inform each applicant, as applicable, of the following:

12.1.1. Inform each applicant who was issued a CSCE, that credit for any exam element passed and indicated on the CSCE, is valid for 365 days from the date it was issued. [§97.505\(b\)](#)

12.1.2. Inform each applicant who qualified for a new license or who applied to renew their existing license, that they must pay an application fee. Payment of the application fee must be received within 10 days of their application being assigned a file number by the FCC.

12.1.2.1. Once an application for a new license or license renewal has been assigned a file number, its official status is "Pending"

12.1.3. Inform each applicant who qualified for a new license or who applied to renew their existing license, that the FCC will not process their application until the fee is paid. Failure to pay the fee within the 10-day period will result in their application being removed from pending status and dismissed.

12.1.4. Inform each applicant who answered the Felony Question "Yes", that they must submit an explanation of the circumstances that led to their felony conviction to the FCC within 14 days of their application being assigned a file number by the FCC.

12.1.4.1. Failure to provide their explanation will result in their application being dismissed even if they paid their fee, and the payment of their application fee, if applicable, will not be refunded.

12.1.5. Inform applicants who qualified for a new license, who are renewing their license and/or who answered the felony question "Yes" on their application, that they will receive emails from the FCC and the Laurel VEC as indicated below.

12.1.5.1. The email from the FCC is for those applicants who must pay an application fee. The email will contain a link for paying their application fee.

12.1.5.2. The email from the Laurel VEC will contain one or two attachments, as applicable:

12.1.5.2.1. Attachment 1 - For applicant who must pay an application fee, this document explains how to pay the application fee and provides a link for paying their fee.

12.1.5.2.2. Attachment 2 - For applicants who answered the Felony Question "Yes" this document explains what to include and how to submit their explanation to the FCC regarding the circumstances that led to their felony conviction.

12.1.6. Inform each applicant that they should not attempt to amend their application online. According to the FCC, if they attempt to amend their application online it may result in a 2–3-week delay in the processing of their application.

12.1.7. Once their application has been assigned a File Number by the FCC and they want to amend their application or have questions about their application, they should contact the ULS Help Desk at 877-480-3201, Mon-Fri, 8:00 a.m. to 6:00 p.m. ET.

13. Phase 3 - Post exam session activities and tasks. The following sub-tasks are associated with post exam session activities.

13.1. Sub-task 13-1 - Gather and secure all exam session related documents (Exam booklets, answer keys or grading overlays, blank forms including Forms 605 and CSCEs, and applicants' paperwork including Forms 605, answer sheets, copies of element credit, etc.) before leaving the exam facility.

13.2. Sub-task 13-2 - Return the facility to a state of cleanliness; return furniture to their original arrangement, as required.

13.3. Sub-task 13-3 - Lock/secure the facility as required.

13.4. **Subtask 13-4** – Enter session and applicant information including exam results, if applicable, into the SessionManager application if not done during the exam session.

13.4.1. This is normally done by the Team Leader but can be delegated to a designated Deputy Team Leader.

Note: If the Team Leader or a designated Deputy Team Leader had a family member, as described in Appendix 1, who applied for a new license or an upgrade to an existing license, they are prohibited from attaching documents to an exam session listed in the VE Portal. Contact your Regional Coordinator for assistance.

13.4.2. Review all applicant information and exam results, if applicable, to ensure it is 100% accurate and 100% complete.

13.4.2.1. Review and compare applicant's paperwork and results to each applicant's SessionManager application to ensure they match and are 100% accurate and complete before uploading exam session documents and SessionManager applications (e.g. the EBF file also referred to as the ENC file,) to the VE Portal.

- Any paperwork that is not 100% accurate and complete, must be corrected as authorized or required and reacquire signatures as appropriate and required, before it is uploaded to the VE Portal.
- If the paperwork information and results do not match the applications in SessionManager, make corrections as authorized or required before it is uploaded to the VE Portal.

13.5. **Subtask 13-5** - Scan all required exam session related paperwork and any optional forms used during the exam session including, but not limited to, the following:

- Session Summary Report
- VE Sign-in Sheet
- Registration Log, as applicable.
- LARC-VEC Forms 605 for each applicant, as applicable.
- Copies of any claimed exam element credit, as applicable.
- All answer sheets whether the applicant passed or failed, as applicable.
- Applicant Registration Form, as applicable (Use is optional)
- VE Checklist, as applicable (Use is optional)

13.5.1. The resulting scanned documents must be complete and legible.

13.6. **Subtask 13-6** - Attach the scanned documents and the encrypted session file generated by SessionManager, to the appropriate exam session listed in the VE Portal.

13.7. **Sub-task 13-7** - Retain the exam session paper documents for 30 days following the date of an exam session after which the paper documents must be destroyed. Teams **may not** retain session documents for their personal records.

Note: Session and applicant data entered in SessionManager can be retained indefinitely and recalled if necessary (e.g., Resubmitting an application, etc.). SessionManager will auto archive session files older than 30 days. This will permit the retrieval of session and application files if necessary (e.g., Resubmitting a previously dismissed application, etc.).

13.8. **Sub-task 13-8** - If the VEs show up for an exam session and no applicants show up, the following documents must be uploaded to the VE Portal:

- Session Summary report indicating no applicants appeared, no exam elements were administered and there were no administrative actions.
- A list of VEs who showed up for the exam session.
- A SessionManager session file indicating there were no applicants for the scheduled exam session.

14. Your Regional Coordinator may impose other requirements or restrictions.