GREATER LOS ANGELES AMATEUR RADIO GROUP VEC VOLUNTEER EXAMINER'S HANDBOOK

Effective 1/8/2022

Abstract

This is the VE Manual and handbook for the Greater Los Angeles Amateur Radio Group VEC. It contains an outline of all the rights and responsibilities that should be maintained by each Volunteer Examiner accredited by the organization. This handbook replaces all previous versions.

About GLAARG-VEC

Early in 1984 the Federal Communications Commission (FCC) decided to terminate their testing in the Amateur Radio Service and turn the function over to the amateurs themselves. Thus, the VEC Program was born. Appropriate Rules were written, permitting Volunteer Examiners (VEs) to conduct the testing. To reduce their span of control, the Volunteer Examiner Coordinator (VEC) function was established to act as intermediary between the VEs and the FCC. At the outset there were 21 VECs. Currently there are 14.

The Greater Los Angeles Amateur Radio Group was formed as a nonprofit organization in May 1984, dedicated to the coordination of amateur radio license examinations at minimum cost to the examinee. We signed a Memorandum of Agreement with the FCC at that time and coordinated our first examination on June 6, 1984 (55 examinees).

The VEC accredits amateurs as VEs, prepares and distributes examination materials, reviews the results of examination sessions, maintains records and electronically files the results with the FCC. The FCC grants the privileges earned.

The VEs have the lion's share of the task. They establish a test facility, proctor the examinations, maintain order, resolve disputes, collect fees, grade papers, issue Certificates, decide when accommodations are in order, verify identification documents and deal with the public. Without them the program would come to a shuddering halt!

For the first several years of operation we charged no fee. VE expenses were largely absorbed by the VEs, and VEC expenses were obtained through donations from radio clubs and individuals interested in promoting the program. In 1988 the FCC viewed funding from individuals to have the "appearance of impropriety" and asked us to shift the cost to the examinees. Our initial fee was $4.00. In January 2013, we raised the fee to $5, to make it easier to make change at exam sessions. *As of June 1st, 2021, testing fees were increased to $10. Exam fees for minors under 18, full-time students, active members or veterans of the US military, first responders, and GLAARG VEs are not charged subject to proper proof being presented to the VE Team.*

The following is an update of the document written by R.C. Smith (Smitty), W6RZA, GLAARG Volunteer Examiner Number 0007. Smitty is now SK, and his duties have been allocated among members of staff.

We have tried to describe most of the procedures that have worked for our teams in the past. Of course, each team may make adjustments that suit their particular circumstances, so long as they comply with Part 97. For example, if you have many VEs present at a session, you might want to organize the operation differently than when you have only three. All VEs participating in a GLAARG VE Session must be accredited in advance by GLAARG. Due to the simplicity of our workflow, we have no way to use non-GLAARG accredited VEs in a GLAARG session.

Contents

Responsibility for Compliance with Part 97

You, as a VE, are personally responsible for compliance with Part 97 rules applicable to Conducting VE Sessions. Nothing in these notes should be construed as excusing you from that compliance. Your privileges as a VE, and the reputation of GLAARG-VEC, are at risk if you fail to comply with the laws governing VE Sessions. Ref: Part 97 (Subpart F), available on the ECFR website: https://www.ecfr.gov/cgi-bin/text-idx?node=pt47.5.97

Non-Discrimination and Equal Opportunity

GLAARG-VEC will not discriminate against any Volunteer Examiner or applicant on the basis of race, color, religion, sex, gender identity or expression, national origin, age, marital status, sexual orientation, genetic characteristics, familial status, U.S. military veteran status, or any disability.

VEs and Certifying VEs

Certifying VEs are the VEs that sign 605s, either physical paper or digitally. The GLAARG VEC allows Certifying VEs to sign a 605 even if they did not verify the ID, register the candidate, collect the fee, proctor or grade the exam. All Certifying VEs must rely and trust their team as they are ultimately accountable for the validity of the candidates examinations along with the Session Manager. Certifying VEs should also sign the CSCEs. Non-Certifying VEs may execute delegated tasks, such as registration, collecting money, proctoring exam sessions or grading. Per 97.509(b)(3), Administering VEs privileges are as follows:

- Amateur Extra Class may administer all exam elements.
- Advanced Class may administer Element 3 and Element 2 examinations.
- General Class may administer Element 2 examinations.
- Technician Class may not administer examinations for any class of license, nor can they be accredited as Volunteer Examiners.

Administering an Exam Session

Environment, Session Manager, Disruptions

In all exam sessions, the environment should be conducive to taking and passing an examination.   It should be controlled so the candidate is not distracted by other people or outside noises. Either in-person or remote, individuals not directly participating in the session should be barred from the area to the best of ability. Exceptions may be granted at the Session Manager's discretion for guardians of minor applicants or caregivers. Additionally, the VEC Board may choose to directly observe or send an authorized representative to any session unannounced.

GLAARG VEs should be pleasant and encouraging. We are not there to act as policemen - we're there to facilitate taking exams and help the applicants get through the process. Be firm, but be courteous at all times. We have a reputation for making our exams a good experience, one that applicants will remark about and tell their friends about us. Be reasonably firm, but also be nice.

The GLAARG Session Manager is the VE in charge. The Session Manager may delegate authority for various tasks to other qualified VEs but they cannot delegate their accountability for the task – see Part 97.509(i). They will settle disagreements, quietly and aside, between examiners and with the public.

The applicant's environment should be clear of any materials other than those authorized by the VE team. Desks and tables are to be cleared of any papers, books, or other items. Applicants may keep 1 sheet of blank paper not larger than 8.5" x 11" with them for scratch paper or notes during their exam. This paper must be collected by the Session Manager at the close of the session. A calculator may be used; however, the memory must be checked and confirmed to be cleared by the VE team prior to the beginning of the exam. All cell phones, smart watches, or other unauthorized devices must be placed face down, out of the candidate's reach. Candidates should be instructed to turn off any devices that may disrupt the session.

Applicants who are disruptive or fail to obey reasonable instructions should be asked to leave the session and their exam fee refunded. If the Session Manager suspects an applicant of cheating, they should document the situation and bring it to the attention of the VEC. If the event warrants further action, the VEC will involve the appropriate offices of the FCC.

Applying for a session number

No submissions for an exam session will be accepted by the VEC for verification without prior authorization from GLAARG.

Approved Session Managers may apply for a session number by filling out a session request form (https://glaarg.org/application-to-conduct-an-exam/) and submitting to vec@glaarg.org. Submission does not constitute approval for a session. On approval of the session, the VEC will notify the Session Manager Coordinator to send out any necessary exam materials, including the approved session number. Subsequent exams administered in the same place and manner as the first application do not require an additional application; however, a session number must be provided to the Session Manager from the Session Manager Coordinator prior to the exam taking place.

Becoming a Session Manager

GLAARG holds its Session Managers to high standards, and expects that session managers should be experienced Volunteer Examiners prior to building a team and being in charge of sessions. To be considered for approval as a session manager, a volunteer examiner should contact the Session Manager Coordinator with the following

- Proof of having participated in at least 20 GLAARG exam sessions
- Two currently approved GLAARG Session Managers who have acted as trainers or mentors and will act as references
- One currently approved GLAARG session manager who will help run the first session. This may be one of the session managers acting as references, or an additional session manager.

The Session Manager Coordinator or VEC Chairperson may also approve a session manager who has not supplied one or more of the above requirements but has shown sufficient previous experience to warrant approval.

Types of Exam Sessions

All Session Managers have access to 3 methods of testing:

1. **Paper exam on GLAARG-VEC provided templates and keys**. Materials for these types of exams are mailed by the Material Coordinator to the Session Manager with the VEC chairman's approval.
2. **Paper exam generated for individual candidates by the ExamTools software**. VE Teams may print these exams along with the required answer sheets which use the Exam ID and the candidates PIN.
3. **Computer-based testing via the ExamTools software**. This method may be used for either in-person or fully-remote sessions using one of GLAARGs provided tablets or the candidates' computers. The Administering VEs are responsible for making sure nothing else is running on the devices.

Listing Your Session

You should make it known in your community that your session is about to take place. Notify radio clubs in the area, make announcements on local repeaters, contact local high schools, place notices in public places, etc. The GLAARG webmaster (webmaster@glaarg.org) will post your sessions to the GLAARG Website (http://glaarg.org) by filling out the form at https://glaarg.org/volunteer_examiners/submit-ve-sessions-to-glaarg-webmaster. You may also use the ARRL's database to advertise your session – start here: http://arrl.org/non-arrl-exam-session-registration. You can also list your sessions on http://ham.study/sessions. This will happen automatically for exams using the ExamTools software; if you are administering a pen and paper exam using GLAARG session kits, you may still list your exams there.

When a session allowing walk-ins is advertised, examinees should be advised of the time to appear. For instance you might have pre-registered applicants arrive between 8:00 & 8:30, and accept walk-ins between 8:30 & 10:30. This will help respect your volunteer's time commitment by having candidates arrive in time to finish before the session ends.

Retesting

Applicants may be allowed to retest 1 time after a failing grade at the discretion of the Session Manager. This retest will incur an additional exam fee at the same rate as the original exam. All retests must be finished before the published end time of the session. It is important to remember that applicants electing to retest must be given a different version of the exam.

If an applicant has not passed, they should be coached in how to learn the material and encouraged to return to your next session. If possible, connect the applicant with a VE on your team or a member of a local club who can help guide, study, and provide feedback to the applicant to help guarantee success on their next attempt.

Testing for multiple elements

Applicants who pass an element should be encouraged to test for any additional elements that they feel prepared to pass. These additional elements do not require the assessment of an additional exam fee. GLAARG will allow retests for the additional elements following our standard retest policy.

The 5 sections of an Examination session

Segment 1 – Registration

1.1   Applicant ID

The applicant must produce a photo ID that will prove to an examiner's satisfaction that they are the person that they claim to be. Have the applicant remove the ID from its container and examine both sides to make reasonably sure it is valid. You may find Driver's Licenses that appear valid on the face but when you turn them over they are either blank or have no magnetic stripe. Do not make notes of any kind relative to the numbers or other data on the ID – it is illegal. If a minor applicant does not have a photo ID, a parent or guardian may provide proof of their identity and vouch for the applicant.

1.2   Examination and/or Administrative Fee

The examination fee is $10 for administered exams. *Exam fees for minors 18 and under, full-time students, active members or veterans of the US military, first responders, and GLAARG VEs are not charged subject to proper proof being presented to the VE Team.*

GLAARG does not charge a paperwork or administration fee. An administrative action is a change of address or name or renewal. Renewals can only be processed if the date is within the renewal window of 90 days before the expiration date to 2 years after the expiration date.

1.3   Roster – GLAARG Form 207

If you are performing a paper exam session, put the applicant's first and last name on the Roster, GLAARG Form 207. If you do not pre-fill the roster slots and have candidates write their own names, be sure to remind them that you need to be able to read it, so it should be PRINTED rather than signed. The Session Manager will have filled in the header information. The right-hand side is used by the examiners to keep track of the action. Applicants who retest do not sign the log again. Make sure the Session Manager knows if an applicant requests to be examined on more than one element.

If you are performing an examination session using the ExamTools software, either in-person or fully remote, the "Session Manifest" section of the exported files are submitted in place of a handwritten GLAARG Form 207. There is no need to submit both.

1.4   Application – NCVEC Quick-Form 605

If you are performing a paper-based exam, collect a completed 605 from each applicant. Many applicants will need a 605 supplied by the exam team. Provide them a blank form, along with instructions on how to fill it out. If an applicant arrives with a Form 605 they have already filled out, the administering VEs should verify it has been completed correctly. The fields that need to be carefully looked over are the FRN, Basic Qualification Question, phone number, and email address. GLAARG-VEC will no longer accept social security numbers on a form 605 in place of an FRN.

If you are performing a session based on the ExamTools software, the Form 605 is automatically generated by the software during the registration and signing processes.   If an applicant does not have an existing FRN, they will be directed to make one as part of the registration process in ExamTools.

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In a session where the candidate brings a copy of his 605 and fails his exam, Part 97 requires that we return the 605 unsigned to the candidate.

1.5 Additional documentation for upgrades, element credit, and expired licenses

An applicant must supply proof of their existing license class. If their call sign exists in the FCC ULS database and shows the class as they are claiming, no additional documentation is needed. If they are claiming element credit by a CSCE that has not yet been updated in the FCC ULS database, they must supply a copy. Attach the copy (physical or virtual) to the NCVEC Quick-Form 605 and return the originals to the applicant. As of Feb 7th, 2017, GLAARG-VEC does not require a copy of the applicant's license for upgrades, because most VE teams can verify a license by looking it up in the FCC ULS database. In remote areas, without Internet access, a printed Official Copy of the applicant's license is acceptable.

There are some circumstances that will allow an applicant to be granted element credit that differ from the element for which they examined. In these cases, the applicant should provide proof of prior licensing, such as listed below. Attach a copy to the Form 605, and return the original to the applicant.

Valid Documents to show proof of Prior Licensing

It is the responsibility of GLAARG-VEC to ensure the validity of this documentation as this is equivalent to administering exams. An electronic image of any documentation will be accepted.

- Per FCC Rule 97.505(a)(4)s, a FCC Technician, or higher license issued before March 21, 1987, as indicated on the license.
- An original Element 3 Certificate of Successful Completion of Examination (CSCE) issued before March 21, 1987.
- A REFERENCE COPY of the license or the webpage showing the license record printed from the FCC ULS or FCC archive license database. Visit the FCC website at https://www.fcc.gov/wireless/systems-utilities/universal-licensing-system.
- A screen shot of the applicant's FCC ULS record.
- A 1987 Edition, or earlier, Radio Amateur Callbook listing is acceptable as proof provided the 'T' (Technician) or higher license class appears on the page next to the call sign listing. Only Callbooks issued Fall 1967 or later will show the license class. Be sure to copy the year of publication reference, if not printed on the page. Visit https://archive.org/search.php?query=callbook for an archive of old Callbooks. The books are searchable PDFs.
- QRZ.COM has posted on their website a copy of their very first Amateur Radio CD ROM product as originally published in 1993. This searchable database contains license records from 1983 to 1993. A printout of such a listing from the CD ROM or the web page, showing a Technician or higher license effective or begin date prior to 3/21/87 is acceptable.
- If licensed in the mid-'70s or after, FCC will issue a 'License Verification Letter' indicating that the applicant was licensed as a Technician or higher class h prior to March 21, 1987. The FCC stated any requests for verification must be submitted in writing to: FCC, ATTN: Amateur Section, 1270 Fairfield Rd, Gettysburg, PA 17325. The request must include name, address, telephone number, date of birth, call sign issued at that time, and when the Technician license was granted (if exact date is not known, give the approximate time frame). The FCC asks those inquiring to include any information that may be helpful in researching these requests, but it does not need to know details of the examination session, such as where the test was administered or who gave it. "These requests must be researched on microfiche, so they will be very time-consuming," an FCC spokesperson said, adding that no one should expect an overnight response.
- For 1966 or more recent records, the FCC's research retrieval service contractor, Best Copy & Printing, Inc. (BCPI), will obtain the pre-1987 technician certification from FCC records. There is a charge for this service. For assistance in purchasing copies of FCC documents, please contact BCPI directly. Phone: 202-488-5300 or 1-800-378-3160.

> TTY: 202-488-5562. Fax: 202-488-5563. Email: fcc@bcpiweb.com. Web:
> http://www.bcpiweb.com/fcc_research.php.

1.6 Candidate Privacy and PII handling

When applying for an amateur radio license and taking exams, candidates must provide contact information and personally identifiable information that is not publicly accessible. The collection or use of this information by Volunteer Examiners for any reason other than administering an exam to which they are assigned is not allowed unless specifically authorized by the candidate.

As with other online activities, Amateur Radio testing in a fully remote venue has some special requirements relating to the storage and use of Personally Identifiable Information, candidate contact information, and privacy acts. This is especially true in the State of California (where GLAARG-VEC Headquarters is located), and the European Union due to GDPR. As a Volunteer Examiner, you are entrusted with the safeguarding of candidates' information, and expected to act in a manner that is both legal and does not present an image of impropriety.

Segment 2 – Examination

2.1 Announcement of Exam Procedure

At the beginning of the testing session, be sure that each candidate is aware of GLAARG's testing policies. At minimum, session managers should cover the following:

- Testing for multiple elements
- Retest policy
- Leaving early
- Do not write on exam booklets

See separate Appendix A for more details regarding running a fully-remote exam session.

2.2 Reasonable Accommodations for Applicants

Some applicants require additional support in order to be successful in receiving their amateur radio license. GLAARG-VEC allows for reasonable accommodations to be made during exam sessions. Reasonable accommodations may include modification of the testing environment, alternative delivery of exam questions, and the ability to replace exam questions showing figures with another one within the same subsection. Many candidates requiring such accommodations will have a good understanding of their needs. Session Managers that engage with these applicants prior to the start of the exam session and discussing what the team is able to provide will help provide a solution that all parties can be comfortable with.

2.3   Handing out exams

For paper exams, the applicant ID, key number, element number, and booklet number should be filled out on the top of the answer sheet. If the session manager chooses to pre-fill the information for the candidates, have each candidate review their information and initial to indicate that it is correct.

While the FCC does not mandate a specific order of elements for administering exams, it is GLAARG's policy that the applicant must pass the lower exam before they may take the next level.

When the applicant is finished with their exam, they should turn in any paper test materials to the designated VE, or a tray on the desk. If you are administering computerized exams, the candidate should request grading from the designated VE. You do not want examinees interrupting VEs who are grading other candidates' exams.

There must be at minimum 3 VEs monitoring each candidate at all times while they are testing. If one or more VEs must leave the room during active testing leaving less than 3 VEs to monitor, all test activity must stop until they return.

Once a candidate has received testing materials, or started the exam process on a computerized system, they must remain in the testing room until they complete the exam and have turned it over to the VEs grading. If they must leave prior to completing the exam, they may choose to have the exam graded incomplete, or start over with a new exam booklet.

During the exam, VEs who are not engaged in a task should be circulating and actively observing candidates during testing.

2.4   Question Pool Disputes

Applicants are expected to have studied the current question pool. Examiners must not discuss questions or interpretations of questions with the applicant during the exam session. While an applicant is taking their exam, VEs should only address questions of exam legibility, typographical errors, or procedural questions.

Exam booklets and grading keys are generated from the current Question Pool maintained by the QPC of the NCVEC. While typographical errors may occur, they are extremely rare. Disputes or discrepancies should be noted and detailed separately from a candidate's exam and forwarded to the VEC office with your session paperwork.

Segment 3a – Grading Paper Exams

3a.1   GLAARG answer sheets

Make sure that the top of the answer sheet has the applicant's name, the key number and element of their test booklet.

3a.2   Grading templates

If you are using paper exams provided by the GLAARG-VEC offices, three overlays are provided in case three examiners want to work simultaneously.

Depending on the number of examiners present, the VE team can elect to grade the exams as they come in or wait until the end of the examination session. Grading is an example of a task that can be delegated to non-Certifying VEs by the Session Manager.

3a.3   What Graders mark on answer sheet

Three different VEs must grade each answer sheet and sign their initials and VE number. We suggest that they put the number missed next to their initials. The last grader should verify that the counts are the same. If the graders get different results, they must determine the discrepancy so that all graders agree on the results. The last grader should also clearly mark an "X" in the correct box – "pass" or "fail". The number of correct answers required to pass are indicated on the answer sheet: 26 correct for Elements 2 and 3 and 37 correct for Element 4.

This information should be added to the Roster, Form 207, by the VE in charge of the grading, along with the CSCE #, if a CSCE was issued.

3a.4 Giving candidates their results

After all three grading VEs have reviewed a candidates exam, a VE should inform the examinee of their results. Do not announce to an examinee that they have passed or failed until all three graders have checked the answer sheet. Candidates who do not pass their exam should be brought aside and informed discreetly.

If a candidate asks, you may tell the examinee only their final score. In order to maintain the integrity of the GLAARG exam booklets, you may not tell them the question numbers or answers. Do not give the candidate a copy of the graded answer sheet, as it shows them which questions were missed.

3a.5 Returning the Application, NCVEC Quick-Form 605

In all cases, paper copies of a Form 605 must be returned to the examinee if they fail all elements attempted.

Segment 3b - Grading ExamTools Exams

3b.1 Instructions for grading

Grade the exams through the ExamTools software based on the exam type (computer based or camera grading).   Grading in this system is a task that can be delegated only to a VE that is authorized to do so in ExamTools.

3b.2 Giving candidates their results

Because of the nature of randomly generated exams inherent to this computer-based system, it is allowable to tell the applicant both the number of questions they answered correctly, as well as the answers that were missed. In the ExamTools system there are over 10,000 possible paper exam combinations and 990,000 computer exam combinations.

Segment 4- CSCEs (Certificate of Successful Completion of Examination)

A CSCE must be issued as early as feasible to each passing candidate showing a record of the elements that the applicant passed during that session. The CSCE conveys element credit, and expires on the earlier of the applicant's record in ULS being updated, or 365 calendar days.

Cross out all elements and licenses that the examinee is not qualified for, leaving just the elements that the examinee is qualified for with a wide black marking pen.

It is preferred that the three Certifying VEs sign an earned CSCE. If this is not possible due to session logistics, any three VEs of the correct license class can sign the CSCE. The VEs can sign in any order, but the applicant must sign in the presence of a VE.

An applicant who is upgrading their license may begin operating under their new privileges on receipt of the CSCE by adding a Temporary ID after their call sign: "/KT" for a novice upgrading to Technician, "/AG" for General Class privileges, "/AE" for Amateur Extra Class privileges.

Before handing the CSCE to the examinee, the Session Manager should check to see that the CSCE number was transcribed to the Roster.

Segment 5a – Preparing Papers from a paper-graded exam session to Send to VEC for FCC filing

5a.1 NCVEC Quick-Form 605

Make sure that the applicant signed their completed NCVEC Quick-Form 605 before the end of the session.

The three (3) Certifying VEs need to sign the Form 605 only if the applicant passed their exam or exams. They can wait until the end of the examination session or sign as the exam paperwork is processed.

Make sure the Session Date, City & State of Session Location, and VEC are entered on Form 605.

Mark the appropriate boxes for the elements for which the CSCE is valid. Transcribe the serial number of the CSCE to the Session Roster, GLAARG Form 207.

Signers of NCVEC Quick-Form 605 must have the proper license class for the highest exam administered.

Common mistakes on NCVEC Quick-Form 605

A person takes all elements for Amateur Extra Class but fails Element 4. They qualify for General.

An Advanced Class signs the NCVEC Quick-Form 605 for the Extra Class (Element 4). The Advanced class is certifying that they administered a test that they are not legally qualified to administer.

An applicant passes Element 2 and fails Element 3. A General class VE cannot sign the Form 605, as they would be certifying that they administered a test that they are not qualified to administer.

5a.2 CSCE

Verify that GLAARG Form 207 has the CSCE number logged and that all VEC copies of the CSCE are signed as appropriate.

5a.3 GLAARG Form 207 Session Roster

Double check that all VEs are listed on the session roster or supporting documentation.

In the upper right hand corner, fill out the Session Date, Session Location, CIty, State and Zip code, and Session ID number.

Verify that each candidate is listed on the roster.

5a.4 GLAARG Form 208 Session Expense Report

The Session Expense Report allows the Treasurer to track GLAARG's income and verify session expenses. Please fill this form out completely and provide appropriate documentation for any expenses (where applicable). If you are filling this form out on a computer, you can use Adobe Acrobat to type in the fillable form. Please be sure to fill in the following:

- **Session Information:**
    - The VE Team Lead name, Call Sign, and e-mail address are the first three fields, followed by the Session ID and Date fields.
    - The name and address of the venue. This needs to be the full street address.For example: *Lost Hills Sheriff's Station, 27050 Agoura Rd, Agoura Hills, CA 91301*.
- **Fill in the Fee section** (even when no fees are collected)**.**
- **Session Summary Statistics**
    - Number of examinees who passed an exam
    - Number of examinees who failed an exam
    - Number of Elements Passed
    - Number of Elements Failed

Segment 5b – Preparing Papers from an ExamTools-graded exam session to Send to VEC for FCC filing

Using the ExamTools software greatly simplifies the filing process for both the Session Manager for the session and the VEC office, as all the information is provided in a simplified manner.

5b.1 GLAARG Form 208 Session Expense Report

The Session Expense Report allows the Treasurer to track GLAARG's income and verify session expenses. Please fill this form out completely and provide appropriate documentation for any expenses (where applicable). If you are filling this form out on a computer, you can use Adobe Acrobat to type in the fillable form. Please be sure to fill in the following:

- **Session Information:**
    - The VE Team Lead name, Call Sign, and e-mail address are the first three fields, followed by the Session ID and Date fields.
    - The name and address of the venue. For fully remote sessions, write "Remote."
- **Fill in the Fee section** (even when no fees are collected)**.**
- **Session Summary Statistics**
    - Number of examinees who passed an exam
    - Number of examinees who failed an exam
    - Number of Elements Passed
    - Number of Elements Failed

Segment 6a – Preparing the session paperwork for VEC submission, and submitting (session graded on paper)

Pulling the package together and submitting it to the VEC is done by the Session Manager, who is also usually the custodian of the test kit. The package should be assembled in the following order, top to bottom, with each package stapled together:

1. GLAARG Form 208, <u>Team Expenses</u>, on top with a copy of a check, made out to "GLAARG" for fees collected, less team expenses.
2. <u>GLAARG Form 207, Session Roster</u>. Keep a copy of the Roster in case of shipping problems. Some make copies of all documents, in case a session is lost in the mail. It is rare that session packages are lost in the mail, but it does happen.
3. One package for each applicant listed on the Roster, regardless of pass or fail, in the same order as they are listed on the Roster, consisting of:
   a. Signed NCVEC Quick-Form 605 (if applicable).
   b. If upgrade and the license is not in the FCC ULS database, a copy of the CSCE. (Can be a GLAARG or other VEC's CSCE).
   c. Any note about the applicant the team would like the VEC to see.
   d. Answer sheet for each written element taken (in order.)

Assembling the package in this order makes things much easier for the VEC.

When the paperwork is assembled, scan the session package and submit it to the VEC office via the Google Drive or email it to vec@glaarg.org. This email box has a 10mb limit, so sessions of more than a few applicants may not be able to be submitted via email. The session manager is responsible for retaining the original paperwork for 15 months.

In order to remit exam fees to GLAARG, you may mail a copy of GLAARG Form 208 Team Expenses with a check made out to GLAARG to the address listed on the bottom of GLAARG Form 208, or submit the collected exam fees via PayPal.

Segment 6b- Preparing the session paperwork for VEC submission (ExamTools sessions)

When volunteer examiners are given authorization to host an ExamTools session, they are provided a link to a Google Drive folder titled by call sign of the Session Manager. In this folder the Session Manager will create a subfolder named "Session <SessionNumber> - <YOURCALL>", and submit the following documents:

- ExamTools All Forms
  - Keep the file name in the downloaded format ExamSession_<YOURCALL>_<YYYYMMDD>_HHHH_all.pdf (Example: ExamSession_N1CCK_20210808_0000_all.pdf)
- ExamTools EBF file
  - Rename the file in the format F<Session #><YOURCALL>MMDDYYYY.dat (Example: F5998N1CCK08222021.dat). This file name must absolutely begin with the letter "F", and not contain any spaces, underscores, or dashes or it will be rejected by the EBF system.
- ExamTools JSON Export

- - Keep the file name in the downloaded format ExamSession_<YOURCALL>_<YYYYMMDD>_<HHHH>.json (Example: ExamSession_N1CCK_20210823_0000.json
- GLAARG Form 208 Session Expense Report
- Any supporting documents provided by a candidate. Be certain to include your callsign and the session number in the name of any file uploaded.

  - Some examples are proof of pre-ULS license or CSCE from a previous session that is not reflected in ULS.

When all documents have been submitted, notify vec@glaarg.org that new session documents are available for processing.

When in Doubt, Ask!

This document covers most of the situations we've encountered over the years. If there is anything else you are hazy about, don't hesitate to call or send an email – you will find our contact information below. It is best not to guess.

Remember, the information above is a guideline to a successful session. The procedure can be rearranged to fit the individual circumstances of the environment and personnel. It is helpful at the end of a session to gather your team together for a debriefing. Make a note of the things you need to do differently and thus be prepared for a better session the next time.

If you have a question about whether something you want to do is legal or not, call us for a reading on it.

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Appendix A – Fully-Remote Exam Sessions

Fully-remote exam sessions, administered over the Internet via video conferencing software, provide some new challenges to VECs and VE Teams. However, they also offer unique rewards to teams that want to face these challenges. GLAARG-VEC has put together some special information regarding proctoring these exams. As this process changes, you can find more information at

https://glaarg.org/volunteer_examiners/glaarg-ves/conducting-a-glaarg-ve-session/administration-of-remote-exams/, including ExamTools training videos and video conferencing "best practice" documents.

It is important to note that GLAARG-VEC requires that the portions of all fully-remote sessions in which candidates are actively taking an exam be recorded for training and auditing purposes. This requirement may be waived at the discretion of the VEC on a per-Session Manager basis. These recording files should be uploaded along with paperwork files when submitting your session to the VEC. You should stop recording during the display of any privileged information, such as identification.