



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

Effective 2/10/2025

Abstract

This is the Volunteer Examiner (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 (VE) accredited by the organization.

This handbook replaces all previous versions.

Contents

About GLAARG-Volunteer Examiner Coordinator (VEC)	3
Responsibility for Compliance with Part 97	4
Non-Discrimination and Equal Opportunity	4
VEs and Certifying VEs	4
Session Managers	4
Becoming a Session Manager.....	5
Applying for a Session Number.....	5
Listing Your Session.....	5
Types of Exam Sessions.....	6
Fee Policy	6
Fee Waivers.....	6
Refunds.....	6
Testing for Multiple Elements.....	7
Retesting.....	7
Administrative.....	7
Administering an Exam Session	8
Environment and Disruptions.....	8
Equipment.....	8
Recording.....	9
The 6 Segments of an Examination Session	9
Segment 1 – Registration.....	9
1.1 Applicant ID.....	9
1.2 Examination and/or Administrative Fee.....	9
1.3 Roster – GLAARG Form 207.....	9
1.4 Application – NCVEC Quick-Form 605.....	9
1.5 Additional documentation for upgrades, element credit, and expired licenses.....	9
Valid Documents to show proof of Prior Licensing.....	10
1.6 Applicant Privacy and Personally Identifiable Information (PII) Handling.....	10
1.7 Basic Qualification Question (BQQ).....	11
Segment 2 – Examination.....	11
2.1 Announcement of Exam Procedure.....	11
2.2 Reasonable Accommodations for Applicants.....	11
2.3 Handing out Exams.....	12
2.4 Question Pool Disputes.....	12
Segment 3 – Grading Exams.....	12
3.1 Instructions for grading.....	12
3.2 Giving Applicants Their Results.....	12
Segment 4 – CSCEs (Certificate of Successful Completion of Examination).....	13
Segment 5 – Submitting an ExamTools session to the VEC for FCC filing.....	13

5.1-5.3 VEC Archive Zip File.....	13
5.4 Session Expense Report.....	13
Segment 6 – Preparing the session paperwork for VEC submission.....	14
When in Doubt, Ask!.....	15
Appendix A – Fully Paper Exam Sessions.....	16
Segment 1a – Registration.....	16
1.3a Roster – GLAARG Form 207.....	16
1.4a Application – NCVEC Quick-Form 605.....	16
Segment 2a – Examination.....	16
2.3a Handing out exams.....	16
Segment 3a – Grading.....	17
3.1a GLAARG Answer Sheets.....	17
3.2a Grading Templates.....	17
3.3a What Graders mark on the answer sheet.....	17
3.4a Giving Applicants Their Results.....	17
3.5a Returning the Application, NCVEC Quick-Form 605.....	17
Segment 4a- CSCEs (Certificate of Successful Completion of Examination).....	18
Segment 5a – Preparing Papers to Send to VEC for FCC filing.....	18
5.1a NCVEC Quick-Form 605.....	18
Common mistakes on NCVEC Quick-Form 605.....	18
5.2a CSCE.....	18
5.3a GLAARG Form 207 Session Roster.....	19
5.4a GLAARG Form 208 Session Expense Report.....	19
Segment 6a – Preparing the session paperwork for VEC submission and submitting.....	19

About GLAARG-Volunteer Examiner Coordinator (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 an 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 (GLAARG) was formed as an 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 Volunteer Examiners (VE). It prepares and distributes examination materials, reviews examination results, maintains records, and files results electronically 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 (17 and under), full-time students (24 and under), active members or veterans of the U.S. military, and GLAARG VEs are not charged subject to proper proof being presented to the VE Team.*

This manual is based upon the document written by R.C. Smith (Smitty), W6RZA, GLAARG Volunteer Examiner Number 0007. Smitty is an 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.

Responsibility for Compliance with Part 97

You, as a Volunteer Examiner (VE), are personally responsible for compliance with Part 97 rules applicable to Conducting VE Sessions. These notes do not excuse you from complying with Part 97. 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 based on 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 on physical paper or digitally. The GLAARG VEC allows Certifying VEs to sign a 605 even if they did not verify the ID, register the applicant, collect the fee, proctor, or grade the exam. All Certifying VEs must rely on and trust their team, as they are ultimately accountable for the validity of the applicants' 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.

Session Managers

The Session Manager is the VE in charge and shall be listed as the Team Lead within ExamTools. 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.

All GLAARG sessions must be conducted with Session Managers present ensuring the session is run properly by the FCC's Part 97 and this manual. Present may be physically or by virtual means to the session. The Session Manager must be in an environment free from distractions ie, no driving or working, and is expected to be focused on the session from start to finish. Being reachable, but not overseeing the session is prohibited.

If situations arise where the Session Manager can not make the session, another GLAARG authorized Session Manager may assume the role. Otherwise, the session must be canceled. Once responsible, the replacement Session Manager must be listed as Team Lead in ExamTools to ensure the final documentation is correct. The Session Manager will be responsible for answering the FCC or VEC chairpersons' questions regarding the session if any arise.

Session Managers found to not adhere to the policies will be removed as a Session Manager and may be subject to GLAARG VEC VE dis-accreditation.

Becoming a Session Manager

GLAARG holds its Session Managers to high standards and expects that Session Managers should be experienced Volunteer Examiners before 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
Note: this is the bare minimum; more sessions are generally needed to gain a good understanding of GLAARG policies and various scenarios a Session Manager may encounter during exams.
- Two currently approved GLAARG Session Managers who have acted as trainers or mentors and will act as references
- One currently approved GLAARG Session Manager will help run the first session. This may be one of the Session Managers acting as a reference or an additional Session Manager
- Have read and understand the GLAARG VE manual and agree to adhere to the policy therein

The 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.

To apply to be a Session Manager, fill out the session request Form 202 (<https://glaarg.org/application-to-conduct-an-exam/>) and submit it to vec@glaarg.org with the items listed above. Submission does not constitute approval for a session. On approval, the VEC will notify the Accreditation Chair to change your status and the Session ID Manager Coordinator to provide session numbers.

Applying for a Session Number

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

Subsequent exams administered in the same place and manner as provided on the first Form 202 application do not require an additional application; however, a session number must be provided to the Session Manager from the Session ID Manager Coordinator before the exam takes place. Session ID assignments are requested through Plexus.

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>) after you complete the form at <https://glaarg.org/session-managers/list-your-sessions-on-glaarg-and-arrrl/>. You may also use the ARRL's database to advertise your session – start here: <https://arrrl.org/non-arrrl-exam-session-registration>. You can also list your sessions at <https://ham.study/sessions>. This will happen automatically for exams using ExamTools; if you are administering a pen-and-paper exam using GLAARG session kits, you may still list your exams there.

When declaring the examination fee policy in your listing, only our standard testing fee, (one-time basis), should be stated for non-exempt applicants. Do not include any solicitation of any donation to GLAARG or any other club or organization, either on your listing or any off-site links that are required for the applicant to complete the examination registration process.

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 applicants arrive in time to finish before the session ends.

Types of Exam Sessions

Session Managers have access to 3 methods of testing:

1. **Computer-based testing via ExamTools.** This method may be used for either in-person, fully remote, or hybrid (combination in-person and remote applicants and or examiners during the same session) sessions using the ExamTools website. Applicants may use a variety of devices including but not limited to the following: applicant or VE provided tablets, computers, or smartphones. The Administering VEs are responsible for making sure nothing else is running on the devices and that the applicant is not referencing other websites or material during the session.
2. **Paper exams generated by ExamTools.** This method may be used for in-person or hybrid sessions. VE Teams may print these exams along with the required answer sheets which generally use the Exam ID and the applicants' PINs.
3. **Paper exams on GLAARG-VEC provided templates and keys.** *Please note: this method is restricted to the currently authorized Session Managers. No additional Session Managers will be permitted to use this method. See Appendix A for supplemental instructions.*

Hybrid sessions are possible and are useful when you do not have enough VE coverage in person and use video conference assistance to observe the testing environment and monitor exams. Remote VEs should have good visual coverage of the applicants and their exams. The remote VEs need to coordinate with the local VE to ensure the integrity and that the session is still properly run.

Fee Policy

Fee Waivers

Fee waivers are available for the following applicants: minors (17 and under), students (24 and under), active-duty U.S. military personnel, veterans, and active GLAARG VEs. *Although waivers are unrestricted, applicants should be prepared to pass their scheduled exam. Waived applicants who are deemed to abuse the waiver system by the Session Managers may be asked to pay for subsequent sessions, subject to the approval of the VEC.*

Refunds

1. **Cancellations:** Applicants who cancel up to 24 hours before the scheduled session will receive a full refund.
2. **No-Show or Late Cancellation:** Applicants who cancel within 24 hours of the session start time or fail to attend the session without prior notice will not be refunded. Include the incoming payment and expenses on the session expense form. It is best practice to leave applicants who do not cancel or reschedule within 24 hours on the session manifest. These will show as no-shows on the session documentation but aid in the tracking of incoming payments and repeat offenders.
3. **Rescheduling:** Applicants may reschedule their session at any time before the session starts. If rescheduled, the pre-paid fee will be applied to the new session, which must take place within 30 days from the original session date.

The rescheduled session does not need to be with the same Session Manager. It is recommended that the original Session Manager find out what session the applicant wishes to reschedule to and coordinate with the new Session Manager on details, please copy treasurer@glaarg.org on correspondence. Rescheduled applicants' payments and expenses are to be included in the new session's expenses. If possible please list the session ID of the original session in the expense report notes, not the VEC notes. Applicants may reschedule one time before forfeiting their original session fee.

4. **GLAARG Reason:** If applicants pre-pay but can not be served, because a session was canceled or for other GLAARG specific reasons, their money shall be refunded.
5. **Disruptive:** Applicants who are disruptive and/or fail to obey reasonable instructions must forfeit their fee. Please notify the VEC and Treasurer if this occurs.

If in doubt, contact the Treasurer (treasurer@glaarg.org), additional contact information is provided at the end of this manual.

Testing for Multiple Elements

Applicants who pass an element should be allowed 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 as long as the additional exam is in the same session. GLAARG will allow retests for the additional elements following our standard retest policy.

Retesting

Applicants may be allowed to retest at the Session Manager's discretion. Retesting is reasonable if they are within 2 questions of passing. If the retest is given, it must be charged, regardless of an original waived fee. Retests are allowed up to one (1) time per session after a failing grade at the discretion of the Session Manager. 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 on how to learn the material and encouraged to return to the next session. If possible, connect the applicant with a VE on your team or a member of a local club who can help guide, tutor, and provide feedback to the applicant to help guarantee success on their next attempt.

Administrative

GLAARG does not charge paperwork or administration fees. An administrative action is a change of address, 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.

The first resubmittal of applications to the FCC for applicant non-payment of the FCC's fee is free. Any subsequent resubmittals of the applications will be an additional \$10 fee for processing.

The FCC requires a fee for a callsign issuance that begins at the acceptance of their application at the FCC and ends on the 10th day. If the applicant fails to pay the fee within that time they must wait an additional 10 days before the VEC can resubmit their record. The first resubmittal is free. If they fail to pay the FCC fee again, there will be a \$10 fee for each additional time we must submit their record to the FCC.

Administering an Exam Session

Environment and Disruptions

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

VEs are expected to maintain a professional and supportive demeanor during exam sessions. We are not there to act as the police - we are 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 on and tell their friends about.

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 one (1) sheet of blank paper not larger than 8.5" x 11" with them for scratch paper or notes during their exam. The applicant may before the test begins write down formulas from memory on the paper but it must be blank beforehand. The Session Manager must collect this paper at the close of the session if the paper exams are being reused at a future session. A non-programmable calculator may be used; however, the memory must be checked and confirmed to be cleared by the VE team before the beginning of the exam. All cell phones, smart watches, VR devices, video glasses, or other unauthorized devices must be placed face down and/or out of the applicant's reach. Applicants should be instructed to turn off any devices that may disrupt the session.

Applicants who are disruptive and/or fail to obey reasonable instructions should be ejected. 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.

Equipment

Tablets and similar equipment purchased with GLAARG funds or specifically expensed against past GLAARG sessions to help facilitate sessions remain the property of GLAARG. Please contact the Systems Administrator or Session Manager Coordinator to return equipment no longer in use i.e. the team is disbanded or the Session Manager is no longer running sessions. Session Managers may withhold funds generated from sessions to purchase limited tablets with prior authorization. Please reach out to the Session Manager Coordinator (dave@glaarg.org) and Treasurer (treasurer@glaarg.org) for permission and further details.

Recording

It is important to note that GLAARG-VEC may require that the portions of all sessions in which candidates are actively taking an exam be recorded for training and auditing purposes. This requirement may be instituted at the discretion of the VEC on a per-Session Manager basis. If requested, 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.

The 6 Segments of an Examination Session

See Appendix A for the differences in running a fully paper exam session, i.e., not using ExamTools for any part of the exam.

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. For physical photo IDs, 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. Some states have digital IDs and do not have physical cards, as these are government-issued, they are acceptable. 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. Foreign government-issued IDs and expired IDs are acceptable as long as they meet the requirements as stated in this section.

1.2 Examination and/or Administrative Fee

Collect examination fees. The exam fee is \$10 for administered exams unless waived. *See the fee policy section above for more details.*

1.3 Roster – GLAARG Form 207

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

1.4 Application – NCVEC Quick-Form 605

Form 605 is automatically generated by ExamTools 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.

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 of the CSCE. Include the CSCE copy with the session documentation and return the originals to the applicant. 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.

Some circumstances will allow an applicant to be granted element credit that differs from the element for which they were examined. In these cases, the applicant should provide proof of prior licensure, such as those listed in the table below. Attach a copy to session documentation, 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, an 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 screenshot 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 it is 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 class license effective before 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 before 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 the exact date is not known, give the approximate time frame). The FCC asks those inquiring to include any information that may help research 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 Applicant Privacy and Personally Identifiable Information (PII) Handling

When applying for an amateur radio license and taking exams, applicants 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 applicant.

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, applicant 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 safeguarding applicants' information and expected to act in a manner that is both legal and does not present an image of impropriety.

VEs may not use applicant PII for anything but exam sessions unless they have the applicant's explicit permission. Doing so might violate privacy laws. It might be tempting to contact the applicant after the session to attend your club or offer advice - do not do that.

1.7 Basic Qualification Question (BQQ)

As part of registration, an applicant is asked the Basic Qualification Question (BQQ). If the applicant answers yes to the question, a warning will appear by their name within ExamTools. It is best practice for the Session Manager to discreetly ask the applicant to confirm this was not answered "yes" in error. If the answer should have been no, you may update their registration. If yes was correct, inform the applicant that once their application number is assigned they are to provide the FCC additional information about the details of their conviction. Example emails are available by request, email Session Manager Coordinator, dave@glaarg.org.

Do not ask about their felony conviction. Session Managers are to instruct their VEs to not discuss the felony with the applicants at any time.

Additional information can be found at: <https://glaarg.org/examinees/bqq>

Segment 2 – Examination

2.1 Announcement of Exam Procedure

At the beginning of the testing session, be sure that each applicant is aware of GLAARG's testing policies. At a minimum, Session Managers should cover the following:

- Testing for multiple elements
- Retest policy
- Leaving early
- The ability or not to write on exam booklets

2.2 Reasonable Accommodations for Applicants

Some applicants require additional support 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 applicants requiring such accommodations will have a good understanding of their needs. Session Managers should engage with these applicants before the start of the exam session and discuss what the team can provide to help provide a solution that all parties can be comfortable with.

2.3 Handing out Exams

For paper exams using ExamTools, the applicant PIN, element, and exam number should be filled out on the top of the answer sheet. If the Session Manager chooses to pre-fill the information for the applicants, have each applicant review their information and initial it 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 specified location. If you are administering computerized exams, the applicant should request grading from the designated VE. You do not want examinees interrupting VEs who are grading other applicants' exams.

There must be at minimum three (3) qualified VEs monitoring each applicant at all times while they are testing. If one or more qualified VEs must leave the room during active testing, leaving fewer than three (3) qualified VEs to monitor the applicant(s), all test activity must stop until they return. A qualified VE must hold an Amateur Extra class license for General and Amateur Extra exams. All qualified VEs monitoring must also be active with GLAARG.

Once an applicant 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 for grading. If they must leave before completing the exam, they may choose to have the incomplete exam graded or start over with a new exam.

During the exam, VEs who are not engaged in a task should be circulating and actively observing applicants 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 an applicant's exam and provided to the VEC office with your session paperwork.

Segment 3 – Grading Exams

3.1 Instructions for grading

Grade the exams through ExamTools based on the exam type (Website or GradeCam). Grading in ExamTools is a task that can be delegated to any qualified VE in the active ExamTools session.

3.2 Giving Applicants Their Results

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

For teams that reuse their ExamTools generated GradeCam paper exams for multiple sessions, it is up to the Session Manager's discretion if the results are shared with the applicant to ensure the integrity of future exams. Compromised exams can not be reused in future sessions.

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

A CSCE must be issued as early as feasible to each passing applicant showing a record of the elements that the applicant passed during that session. The CSCE conveys element credit and expires on the earliest of the applicant's record in ULS being updated, or 365 calendar days. The CSCE can be emailed through ExamTools once the applicant is marked complete.

It is preferred that the three (3) Certifying VEs sign an earned CSCE. If this is not possible due to session logistics, any three (3) VEs of the correct license class can sign the CSCE. The VEs can sign before or after the applicant but the applicant must sign in the presence of a VE.

An applicant who is only 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.

Segment 5 – Submitting an ExamTools session to the VEC for FCC filing

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

5.1-5.3 VEC Archive Zip File

Download the VEC Archive zip file from ExamTools after the session is finalized.

5.4 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 (receipts) for any expenses (including non GLAARG PayPal fees). The form is now part of the session submission process and is located at <https://plexus.glaarg.org/session-submission>.

Plexus automatically calculates the minimum payment amount from the ExamTools "VEC Archive" upload. If you have a paid applicant who was a no-show with 24 hours or less notice and they paid for their exam please manually adjust the payment amount to include those applicant payments. For ExamTools Remote sessions, Plexus will also automatically calculate the PayPal applicant fees at \$0.69 per applicant. Please note that PayPal applicant fees may vary per applicant depending on their method of payment or country of origin. If you have an applicant fee other than \$0.69 please manually adjust that amount under Expense Item PayPal (Applicants).

Please include fees of refunded invoices as we still incur these expenses. There is not an additional fee for the refund. Please include the original processing fee as an expense.

Receipts are now required for all Fees other than GLAARG's PayPal fees. Receipts can be in image or PDF format and will need to be uploaded at the time of session submission. If you have any questions about the policy please direct them to the Treasurer, treasurer@glaarg.org.

We are no longer accepting Venmo as a payment option.

- **Expense Report**
 - Number of Paid Tests
 - Number of Paid Retests

- Number of Waived Tests
- Number of Free Tests (**WARNING! Only use this with VEC pre-approval.**)
 - Free Test Reason, i.e. GLAARG/ET/Technological error outside of applicant's control or otherwise approved by the VEC Chair

Segment 6 – Preparing the session paperwork for VEC submission

When volunteer examiners are given the authorization to host an ExamTools session, they are provided credentials to the submission form, and submit the following documents:

- ExamTools VEC Archive Zip File (downloaded from Exam Tools)
- GLAARG Session Expense Report (now included on the submission form. See section 5.1 for details)
- Any supporting documents provided by an applicant.
 - Examples: proof of pre-ULS license or CSCE from a previous session that is not reflected in ULS.

When in Doubt, Ask!

This document covers most of the situations we've encountered over the years. If there is anything else you are unclear 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 for 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.

- Ashley Wallis – **Chairperson VEC**, vec@glaarg.org, ashley@glaarg.org, 574-532-2166
- Dan Sherwood – **Co-Chair VEC**, vec@glaarg.org, dan@glaarg.org, 661-480-5227
- Bryan Fridlund, **Accreditation**, acc@glaarg.org, bryan@glaarg.org, 909-556-9837
- Dave DiGiorgio, **Session Coordinator and Trainer**, dave@glaarg.org
- Robert Mann, **Systems Administrator**, robert@glaarg.org, 661-301-4227

- Adrienne Sherwood, **Senior Advisor**, adrienne@glaarg.org, 661-480-5227
- Kevin Shin-Wheeler, **Accreditation Support**, acc@glaarg.org, kevin@glaarg.org, 541-912-7549
- Naomi Goodkin, **Administrative Support**, naomi@glaarg.org
- Norm Goodkin – **Operations Support**, norm@glaarg.org, 818-613-2257
- Mike Bruan, **Treasurer Support**: treasurer@glaarg.org

GLAARG
1401 21st Street
Suite R
Sacramento, CA 95811

Appendix A – Fully Paper Exam Sessions

Appendix A applies to Type 3: **Paper exams on GLAARG-VEC provided templates and keys only.** Only Session Managers **previously authorized** may continue to use this method. No additional Type 3 Session Managers will be authorized. All sections of the VE manual apply to Type 3 sessions unless superseded by the sections below:

Segment 1a – Registration

1.3a Roster – GLAARG Form 207

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 applicants write in their 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.

1.4a Application – NCVEC Quick-Form 605

Collect a completed Form 605 from each applicant. Many applicants will need a 605 supplied by the exam team. Provide them with 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 Form 605 in place of an FRN.

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

Segment 2a – Examination

2.3a Handing out 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 applicants, have each applicant review their information and initial it 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 test materials to the designated VE, or a tray on the desk. You do not want examinees interrupting VEs who are grading other applicants' exams.

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

Once an applicant has received testing materials, they must remain in the testing room until they complete the exam and have turned it over to the VEs for grading. If they must leave before completing the exam, they may choose to have the incomplete exam graded 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 applicants during testing.

Segment 3a – Grading

3.1a GLAARG Answer Sheets

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

3.2a 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.

3.3a What Graders mark on the answer sheet

Three (3) 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 is 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.

3.4a Giving Applicants Their Results

After all three (3) grading VEs have reviewed an applicant's 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 (3) graders have checked the answer sheet. Applicants who do not pass their exams should be brought aside and informed discreetly.

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

3.5a Returning the Application, NCVET Quick-Form 605

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

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

A CSCE must be issued as early as feasible to each passing applicant showing a record of the elements that the applicant passed during that session. The CSCE conveys element credit and expires on the earliest 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 (3) 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 to Send to VEC for FCC filing

5.1a 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 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 Form 605, as they would be certifying that they administered a test that they are not qualified to administer.

5.2a CSCE

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

5.3a 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 applicant is listed on the roster.

5.4a 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 (receipts). If you are filling this form out on a computer, you can use Adobe Acrobat to type in the fillable form. The form is located at

<https://glaarg.org/session-managers/form-208-expense-report-and-session-summary/>

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 6a – Preparing the session paperwork for VEC submission and submitting

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, Team Expenses, on top with a copy of a check, made out to "GLAARG" for fees collected, less team expenses.
2. [GLAARG Form 207, Session Roster](#). 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. Session packages are rarely 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 the upgrade and the license are 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 submission form 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.

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 at the bottom of GLAARG Form 208, or submit the collected exam fees via Zelle or PayPal.