

**Jefferson Amateur Radio Club (JARC)  
Volunteer Examiner Coordinator (VEC)  
Policy and Procedure Manual**



Version 1.0  
Release: August 2016

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## 1. Introduction

The Jefferson Amateur Radio Club (**JARC**) and the Volunteer Examiner Coordinator (**VEC**) hereafter referred to as the "**JARC VEC**", is one of 14 VECs that have entered into an agreement with the Federal Communications Commission (FCC) to serve as a VEC.

The policies, procedures and instructions of the JARC VEC are unique to the JARC VEC. The JARC VEC appreciates the work of the Laurel Amateur Radio Club VEC for creating the core work of this document.

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

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

The mission of the JARC VEC, is to:

- a. Coordinate amateur radio license exam sessions scheduled and conducted by teams of Volunteer Examiners (VE) accredited by the VEC.
- b. Provide policies, procedures, and instructions to ensure that all exam-related activities are conducted in accordance with the applicable rules and regulations of the FCC.
- c. Maintain the value and integrity of the Volunteer Examiner program.
- d. Maintain recording, reporting, budget and accountability standards within JARC.

This document establishes the policies, procedures and instructions of the JARC VEC that are necessary to accomplish its mission and are applicable to all Volunteer Examiners (VE) accredited by the JARC VEC.

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

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

Questions, comments and recommended changes may be sent to the Committee Chairman of the JARC VEC.

## 2. Organization

The JARC VEC is sponsored by the Jefferson Amateur Radio Club of Jefferson Parish, Louisiana and is managed by a Committee Chairman.

- a. The Committee Chairman of the JARC VEC is appointed by the Jefferson Amateur Radio Club President with the approval of the Board of Directors and serves as the point of contact with the FCC and has authority and responsibility for all aspects of the JARC VEC and answers to the JARC BOD.
- b. The JARC VEC is a member of the NCVEC but also operates as an independent VEC.
- c. There may be Regional Coordinators who are appointed by the Chairman. These Regional Coordinators can assist the VEC Chairman by recruiting and managing Teams of VEs within a VEC Region assigned by the JARC VEC. Regional Coordinators are VEs accredited by the JARC VEC whose experience and depth of knowledge are considered beneficial to the mission of the JARC VEC. Regional Coordinators are authorized to upload the results of JARC VEC coordinated exam sessions to the FCC and provide feedback to the Team Leaders.
- d. There may also be Team Leaders. Team Leaders are JARC VEC-accredited VEs who are appointed or elected by the organization that sponsors the Team and who hold an Amateur Extra Class license. The Team Leader conducts all transactions between his/her team and the JARC-VEC Chairman, Regional Coordinator or alternates.
- e. VE Teams perform all activities related to amateur radio license exams at the direction of and under the supervision of the Team Leader and in accordance with the policies, procedures and instructions of the JARC VEC and the applicable rules of the Federal Communications Commission.
- f. JARC VEC-affiliated VE Teams are responsible for the following:
  - 1) Scheduling and conducting exam sessions.
  - 2) Providing an annual exam schedule and updates to the web site coordinator.
  - 3) Maintaining accountability for all costs related to conducting amateur radio license exam sessions.
  - 4) Performing post-exam activities.
- g. Team Leaders in areas under the management of a Regional Coordinator report directly to their Regional Coordinator who reports to the JARC VEC Chairman. Team Leaders in areas where a Regional Coordinator position has not yet been established report directly to the Chairman.

- h. The JARC VEC examining system is comprised of local Teams that administer the examinations to the examinees. Each Team has a Team Leader and may also have a deputy, each of whom must be an Amateur Extra class licensee.

### **3. Definitions**

#### **Administering VEs**

The Volunteer Examiners (VEs) who administer amateur radio license exams. The administering VEs perform the various tasks associated with conducting an exam session including registration, administering exams, grading exams and certifying that the applicant or examinee is qualified for a license grant.

#### **Applicant**

A person who shows up to take an exam or submit administrative actions related to amateur radio licensing. Interchangeable with “examinee”.

#### **Certifying VEs**

The three administering VEs who sign the applicants’ Certificate of Successful Completion of Examination (CSCE) and the VEC Form 605 certifying an “examinee” has passed an examination element and if appropriate, has qualified for the license grant indicated on the CSCE and the VEC Form 605.

#### **Control Number**

An optional unique one-up serial number assigned to each applicant. The control number is a management tool for tracking an applicant’s paperwork to ensure it does not get misplaced.

#### **CSCE**

Certificate of Successful Completion of Examination. Each examinee who passes an exam element will receive a CSCE signed by three Certifying VEs. The CSCE indicates the element(s) passed and the new class of license if appropriate. A CSCE is valid for 365 days from the date of issue for the purpose of upgrading an existing license.

#### **Certification**

A task performed by three Certifying VEs. The Certifying VEs (Administering VEs who observed the examinee throughout the examination) by their signatures on the VEC Form 605 and the CSCE, certify that the examinee has passed an examination element and if appropriate, has qualified for the license grant indicated on the VEC Form 605 and the CSCE.

#### **Examination Grading**

A task performed by three administering VEs. These VEs may or may not be the same VEs who monitor the examinees during the examination.

#### **Examinee**

A person who shows up to take an exam or submit administrative actions related to amateur radio licensing. Interchangeable with “applicant.”

**FCC**

Federal Communications Commission.

**FRN**

Federal Communications Commission (FCC) Registration Number. The FRN must be used in lieu of a Social Security Number (SSN) for all licensed applicants or it will generate an error such as: “8010 FRN and call sign are required for a Modification or Renew Modification”. When such an error is received, the application will not be processed by the FCC until a FRN associated with the applicant’s call sign is entered. Foreign alien applicants who do not have a SSN must acquire a FRN before their exam results can be submitted to the FCC.

**JARC VEC Form 605**

The Application form used to collect information about an examinee. It requires the examinee to provide a mailing address and either a Social Security Number (SSN) or FCC Registration Number (FRN). This document is signed by three certifying VEs and is forwarded to the VEC by the VE Team Leader. Not to be confused with the FCC Form 605.

**NCVEC**

The NCVEC is a not-for-profit voluntary association, with membership comprised of the various Federal Communications Commission (FCC) certified Volunteer Examiner Coordinators (VECs).

**Paperwork Upgrade**

This is an upgrade of an existing license which does not require the applicant to pass an exam. There are two basic scenarios that would result in a “paperwork” upgrade:

- a. A licensed applicant shows up with a CSCE indicated he/she passed an element for a higher class of license but did not earn an upgrade for valid reasons not indicated on the CSCE.

Example: An applicant who has a Tech license shows up with a valid, unexpired CSCE indicating he/she passed Element 3 but did not earn a General License.

- b. A licensed applicant shows up with an FCC or VEC approved exam element credit from a previously expired license. The applicant will be awarded credit for the applicable exam element(s) which would result in an upgrade to General or Amateur Extra Class without having to take an exam hence the reference to a “paperwork upgrade”.

Example: A Technician class licensee arrives with an expired Advanced Class license which gives him/her “grandfathered” element credit for the Element 3 exam.

In both examples, the Certifying VEs would prepare and sign a new VEC Form 605 and a CSCE indicating the new license class the applicant had earned.

## **Question Set**

The set of questions that make up an amateur radio license exam.

## **Region Coordinator or Regional Coordinator**

A JARC VEC accredited VE appointed by the VEC Chairman to represent the VEC within a VEC Region. The Regional Coordinator works with the VE Teams within his/her VEC Region to provide guidance, assistance and to upload the exam session result to the FCC.

## **Registration**

A task performed prior to the start of an exam session. During registration, the examinee is required to:

- a. Complete the VEC Form 605 and other forms as applicable.
- b. Provide photographic identification for the VEC to keep.
- c. Provide, if licensed, his/her original current license, or a “Reference Copy” or an “Official Copy” from the FCCs ULS website of his/her current license for the VEC to keep.
- d. Provide original versions of any element credits (CSCE, old license, FCC letter, etc.) and a copy of each for the VEC to keep.

While some of the registration process can be performed by non-licensed persons, the applicant’s ID, license and any supporting documentation must be checked by VEs.

## **Session Manager**

The VE in charge of the exam session, usually referred to as the Team Leader.

## **Support Personnel**

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

## **Team Leader**

The VE in charge of the VE Team. This person volunteers to be the Team Leader and is nominated to the position by a sponsoring organization (i.e. radio club) and appointed by the Chairman. The VE Team Leader serves as the interface for the VE Team with the sponsoring club, Regional Coordinator, and the VEC. Interchangeable with “Session Manager”.

## **VE Accreditation**

The JARC VEC accepts the accreditation provided by the ARRL VEC as being both necessary and sufficient. Accreditation Certificates (copies) are to be kept on file with the Team Leader/Session Manager.



### **Volunteer Examiner (VE)**

An amateur radio operator who volunteers his/her time, resources, and talent and is certified by a Volunteer Examiner Coordinator (VEC) to prepare and administer amateur radio operator license examinations.

### **Volunteer Examiner Coordinator (VEC)**

Volunteer Examiner Coordinator – An organization that exists for the purpose of furthering the amateur service; is capable of serving as a VEC in at least the VEC region proposed; and has entered into a written agreement with the FCC to coordinate examinations for any class of amateur operator license. There are currently 14 VECs of which JARC is the only one in Call Sign Region 5.

## **4. References**

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

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

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

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

## **5. JARC VEC Policies, Procedures, and Instructions**

This document establishes policies, procedures and instructions of the Jefferson Amateur Radio Club (JARC) Volunteer Examiner Coordinator (VEC) – hereafter referred to as the JARC VEC. The instructions and policies contained herein are applicable to all Volunteer Examiners (VE) accredited by the JARC VEC.

The principal statutory authority for amateur radio license exams is CFR Title 47, Part 97, Subpart F and is the foundation of the JARC VEC policies regarding activities related to the amateur radio licensing system. The policies, procedures and instructions of the JARC VEC supplement but do not diminish or supersede the authority of CFR Title 47, Part 97, Subpart F - hereafter referred to as "Part 97".

Each of the 14 VECs adheres to the rules contained in Part 97. Several, if not all VECs, have additional rules, policies, procedures and instructions for preparing and administering amateur radio license exams. Some of these may be common among all VECs while others are unique to a specific VEC. The policies, procedures and instructions in this document apply to VEs accredited by the JARC VEC.

Each VE who works at a Session coordinated by the JARC VEC agrees to work under the guidance and direction of the JARC VEC.

Each JARC VEC-accredited VE, individually and collectively as a member of a Team, is expected to comply with these instructions and policies and Part 97 while preparing, administering and processing an examination coordinated by the JARC VEC.

Questions about the instructions and policies described in this document may be referred to the applicable Regional Coordinator and or the Chairman of the JARC VEC.

Recommendations to add to, delete from or modify these instructions and policies may be sent directly to the Chairman of the JARC VEC through the applicable team leader.

This section describes the JARC VEC policies, procedures and instructions not specifically addressed in Part 97, Subpart F. Failure to comply with the FCC rules and the policies, procedures and instructions of the JARC VEC could result in the following:

- a. Suspension or decertification of the VE Team as determined by the JARC VEC.
- b. Suspension or dis-accreditation of VE status as determined by the JARC VEC.
- c. Suspension or revocation of license and other actions as determined by the FCC.

## 6. Exam Sessions

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

- c. If a Team schedules an exam session and no applicants show up, the Team Leader must complete and transmit a Session Summary Report and VE Identification Sheet to the appropriate Regional Coordinator or Committee Chairman the day of the scheduled exam.
- d. Teams should advertise each exam session on the JARC website at a minimum. Advertisements must include the date, time, location, and contact information. Transmit the exam information to the JARC Webmaster. Examples of other appropriate places to advertise exam sessions include but are not limited to the following:
  - 1) ARRL website
  - 2) Club website
  - 3) Club newsletter
  - 4) Club Facebook Page (or other social media)
  - 5) Local repeaters and nets
  - 6) Local newspapers
- e. Teams may accept walk-in applicants or they may require applicants to pre-register for an exam session. If teams choose to require pre-registration, the team must advertise that preregistration is required and provide information on how to pre-register (e.g., via e-mail, phone, an on-line process, etc.). Examples of appropriate places to announce the pre-registration requirement:
  - 1) JARC website
  - 2) ARRL website
  - 3) Club website
  - 4) Club newsletter
  - 5) Club Facebook Page (or other social media)
  - 6) Local repeaters and nets
  - 7) Local newspapers
- f. Teams may require applicants provide a FCC Registration Number (FRN) in lieu of a Social Security Number (SSN). If a Team requires applicants to have a FRN they must advertise that fact, inform all applicants prior to the exam session of that requirement and provide guidance on how to acquire a FRN or have the capability at the exam site to allow applicants to acquire a FRN. Examples of appropriate places to publicize the FRN requirement:
  - 1) JARC website
  - 2) ARRL website
  - 3) Club website
  - 4) Club newsletter
  - 5) Club Facebook Page (or other social media)
  - 6) Local repeaters and nets
  - 7) Local newspapers
  - 8) Personal contact with applicants

g. Teams must publicize the requirement for applicants to bring a government issued photo ID and the original and copies of any element credits including but not limited to:

- 1) Their current (or expired) license (FCC website copy, original copy, Reference Copy or Official Copy, if applicable), and
- 2) The original and copy of Certificates of Successful Completion of Exam (CSCE) and/or
- 3) The original and a copy of a letter from the FCC stating the applicant was previously licensed and identifies the previous class of license and/or
- 4) A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicant's name, call sign, and class of license.

Examples of appropriate places to publicize these requirements:

- 1) JARC website
- 2) ARRL website
- 3) Club website
- 4) Club newsletter
- 5) Club Facebook Page (or other social media)
- 6) Local repeaters and nets
- 7) Local newspapers
- 8) Personal contact with applicants

Notes:

- i. Teams may access the FCC's ULS website to confirm the applicant's current license class and element credit.
  - ii. Teams should retain a copy of an applicant's license.
  - iii. Teams may take a photo of the applicant if the applicant gives permission to print it out and include it with the applicant's paperwork if the applicant does not have a government issued photo ID.
  - iv. If the applicant does not give permission to be photographed, the Team may deny the applicant the opportunity to take an exam.
- h. Teams are not required to offer an applicant who fails an element exam the opportunity to retest that element. But, if offered, must require a duplicate payment for taking the same element.
- 1) If a team chooses to offer applicants the opportunity to retest a failed exam element they may establish a standard for retesting such as a maximum number of failed questions (e.g., 10-12 failed questions on the Element 2 and 3 exams; 14-17 failed questions on the element 4 exam, etc.).

- 2) 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.
- 3) Following the completion of the examination session and any retests, teams are permitted and encouraged to discuss with each examinee the correct answer to each question missed. The Team is not required to have such discussions and may choose not to have them. If such discussions do occur they should be conducted at the conclusion of the exam session or in a manner and location that will not disturb other applicants still testing.

## **7. VE Team Responsibilities**

- a. JARC VEC affiliated teams agree to the following requirements:
  - 1) They will schedule and conduct a minimum of three exam sessions per year.
  - 2) They will conduct exam sessions and administer exams for the fee established by the VEC Chairman.
  - 3) They will assume responsibility for all costs related to conducting exam sessions.
  - 4) They will provide contact information and annual exam schedule and exam session location information to the JARC Webmaster.
  - 5) They will provide their annual exam schedule for the following year to the JARC webmaster prior to 1 November of every year or as soon as the Team is able to establish an exam schedule.
- b. JARC VEC-accredited VEs may not solicit applicants for donations or services in order to pay the costs related to conducting exam sessions. The costs related to conducting amateur radio license exams are normally paid by the organization sponsoring the VE Team.
- c. JARC VEC-accredited VEs will perform all activities related to amateur radio license exams in accordance with the policies, procedures and instructions of the JARC VEC and the applicable rules of the Federal Communications Commission including but not limited to the following:
  - 1) Scheduling and conducting exam sessions.
  - 2) Providing an annual exam schedule and updates as required.
  - 3) Assuming the costs of all activities related to amateur radio license exams.
  - 4) Preparing written exams.
  - 5) Logistical support.
  - 6) Conducting exam sessions.
  - 7) Post-exam activities.

## 8. VE Roles and Responsibilities

- a. Team Leader – The Team Leader is in charge of the exam session and is accountable to the VEC Chairman or Regional Coordinator, as appropriate, for conducting an exam session in accordance with the applicable rules of the FCC and the policies, procedures and instructions of the JARC VEC. The Team Leader typically prepares the Session Summary Report.
- b. Administering VE – Administering VEs perform tasks assigned by the Team Leader and are accountable to the Team Leader and the VEC Chairman for performing their assigned duties in accordance with the applicable rules of the FCC and the policies, procedures and instructions of the JARC VEC. Depending on the number of Administering VEs available at an exam session, the Administering VEs should perform every task associated with conducting an exam session or if there are sufficient numbers of VEs available, the tasks may be divided among them. These tasks include but are not limited to the following:
  - 1) Greeting applicants.
  - 2) Registering applicants.
  - 3) Administering exams to the applicants.
  - 4) Grading exams.
  - 5) Preparing and signing appropriate forms (e.g., VEC Form 605 and a CSCE).
  - 6) Introducing new licensees to the JARC organization (and facilities).
  - 7) Offering first time Technician licensees the opportunity to join JARC as a member for a period of 6 months for free.
- c. Certifying VEs are three administering VEs designated by the Team Leader to 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 that the administering VEs have complied with the VE requirements described in the applicable FCC rules and the policies, procedures and instructions of the JARC VEC.
  - 1) The certifying VEs are jointly and individually accountable to the Team Leader, the VEC Chairman and the FCC for the proper administration of each element exam.
  - 2) The certifying VEs may delegate to other qualified administering VEs their authority, but not their accountability, to perform other tasks to include but not limited to the following:
    - a) Registering applicants
    - b) Administering exams
    - c) Grading exams
    - d) Preparing appropriate forms to be signed by the certifying VEs

## 9. Exam Session Workflow Activities

The workflow in a typical exam session generally consists of the following phases and proceeds in the order depicted:

- a. Registration
- b. Examination
- c. Grading
- d. Notification of Results
- e. Document Preparation and Signing
- f. Certificate (CSCE) Awarding

Within each phase certain actions are conducted. Teams may be required to make slight modifications of the workflow to accommodate their local conditions (e.g., the number of available VEs during an exam session, the number of applicants, etc.).

This section describes the actions within each phase of the workflow and is to be considered VEC policy.

## 10. Registration Phase

The Registration Phase includes several tasks:

- a. Every applicant must complete a VEC Form 605 and sign it. No action will be taken by the VE team, including administering an exam unless and until the applicant provides all of the information required on VEC Form 605. The Team Leader is responsible to ensure that every VEC Form 605 for an administrative update, a new license grant or an upgrade of an existing license is signed by the applicant before the applicant departs the exam session facility.
  - 1) When an applicant submits a request for administrative updates (e.g., License renewal, address change, etc.) and/or when an applicant successfully passes an exam element, each team will develop procedures to ensure that VEC Forms 605 are signed by the applicants prior to their departure from the exam session site.
  - 2) The Team Leader is responsible to ensure that no unsigned VEC Form 605 for an administrative update, a new license grant or an upgrade of an existing license will be uploaded to the FCC. Regional Coordinators or the VEC Chairman will return unsigned applications to the applicable Team Leader who will take appropriate action to acquire the applicant's signature on the form.

**Note:** Due to recent decision by the FCC policy to no longer mail original licenses to hams, Team Leaders should encourage applicants to include their e-mail and possibly their phone number. This information is still optional. The decision to include or exclude this information is left to the applicant.

b. Applicants requesting any administrative updates, must provide documentation as indicated below. The VEs may not process a request for an administrative update if the required documentation is not provided.

1) **Change of Name** – The VEs performing the Registration function will request proof of the name change. Acceptable proof of a name change includes one of the following:

- a) Documents showing both the old and new name or a document showing the old name and a photo ID showing the new name or
- b) Marriage, Divorce and Adoption certificates or decrees are acceptable documents for this purpose, and
- c) Other documents may be used.

2) **Change of mailing address** - The VEs performing the Registration function will request proof of the change of address. Examples of acceptable proof of an address change include but are not limited to the following:

- a) Any document that indicates the applicant's new address (e.g., Applicant's driver's license, library card, etc.) or
- b) Any document that indicates that the applicant receives mail at the new address (e.g., mail received by the applicant such as a tax bill, electric bill, water bill, etc.).

3) **Renewal of license** - The JARC VEC will only accept and process requests to renew non-Vanity licenses unless the applicant is also requesting a change of station call sign systematically. License renewals may only be processed 90 days or less prior to the expiration date at the earliest and up to two years following.

**Note:** The purpose for these additional identification requirements is to avoid situations in which someone hijacks the license of an amateur who has the same name as the prospective license "hijacker".

c. Applicants must complete any other Team or VEC-required forms as directed by the Team Leader or members of the VE Team who are participating in the Registration phase of an exam session.

d. Applicants must provide the original and copies of all documentation supporting a claim of exam Element credit. Examples include and are limited to the following:

- 1) A CSCE that was issued 365 days or less from the date of the current exam session.



- 2) An expired Technician class license granted prior to 21 Mar 1987 for Element 3 credit.
  - 3) An expired General class license for Element 3 credit.
  - 4) An expired Advanced class license for Element 3 credit.
  - 5) An expired Amateur Extra class license for Element 3 and/or Element 4 credit.
  - 6) A letter from the FCC indicating the applicant was previously granted a specific class of license and when the license was granted.
  - 7) A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
- e. Applicants must show the original version of their current license or an “Official Copy” or a “Reference Copy” from the FCC’s ULS website if they desire to upgrade their existing license. It is necessary for the VE Team to retain or forward a copy of the applicant’s license.
- 1) While it is the responsibility of the applicant to provide proof of his/her license status, VEs may access the ULS website prior to administering an exam to confirm the applicant’s license class and call sign.
  - 2) If the VEs are unable to confirm the applicant’s license class and call sign, the applicant will be allowed to take any element exam(s) he desires. In this case, a VE, preferably the Team Leader, will inform the applicant of the following:
    - a) If the applicant passes an exam, the VEC Form 605 and CSCE will be marked in a manner to indicate the applicant is not qualified for a higher class of license.
      - i. In Section 2 of the VEC Form 605 the box next to the statement “**NO NEW LICENSE OR UPGRADE WAS EARNED**” will be marked.
      - ii. The CSCE will be marked to indicate which exam element(s) the applicant passed and all classes of licenses will be marked in a manner so that “**None**” is the only visible result.
    - b) The applicant will have to return to another exam session, complete an application and other forms as required, produce his photo ID, his original license or an “Official Copy” or a “Reference Copy” from the FCC’s ULS website and the original and a copy of his CSCE showing the element exam(s) passed.

- c) The applicant, upon presenting proof of his/her current license status, will receive a new CSCE which will indicate that he/she has earned the license class indicated on the CSCE. The CSCE will be signed by three Certifying VEs and the applicant may immediately begin using his/her new license privileges but must add the following identifier as appropriate until the applicant's upgrade is in the FCC's ULS data base:
- i. Upgraded from Novice to Technician class: When operating on Phone and using your new Technician privileges, append your call sign with the phrase "Temporary [or interim] Kilo Tango". When operating digital or CW and using your new Technician class privileges, add "/KT" following your call sign.
  - ii. Upgraded from Novice or Technician class to General: When operating on Phone and using your new General class privileges append your call sign with the phrase "Temporary [or interim] Alpha Golf". When operating digital or CW and using your new General class privileges, add "/AG" following your call sign.
  - iii. Upgraded from Novice, Technician, General or Advanced to Amateur Extra class. When operating on Phone and using your new Amateur Extra class privileges, append your call sign with the phrase "Temporary [or interim] Alpha Echo". When operating digital or CW and using your new Amateur Extra class privileges, add "/AE" following your call sign.

d) **Until the applicant does this, he may not use his new privileges**

- f. The VEs performing the Registration tasks must ensure that the VEC Form 605 is complete, accurate and legible. The VEs must return any VEC Form 605 to the applicant if it is incomplete, inaccurate and/or illegible for correction and/or completion.
- g. Teams must each confirm the identity of each applicant to ensure that the person appearing before him/her is the same person who has completed and signed the VEC Form 605. **No applicant will be allowed to take an exam until his/her identity has been confirmed.**
- 1) Use the applicant's photo ID if applicable to confirm his/her identity.
  - 2) Only one form of ID is required. Examples of acceptable forms of ID include but are not limited to the following:
    - a) A government-issued photo ID (e.g., Driver's license, Passport, Military ID, etc.)
    - b) Non-government issued photo ID (e.g., Student ID, etc.)
    - c) Non-photo ID (e.g., School ID, library card, report card, etc.)The Team leader may devise procedures to confirm the identity of youth who do not possess any form of identification.

- d) Compare the signatures on the applicant's amateur license (if applicable), photo ID and the VEC Form 605 to ensure they are the same.

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

- h. Teams must confirm the validity of an applicant's claim of credit for an exam Element credit. Acceptable forms of credit include:
  - 1) Original version, an "Official Copy" or a "Reference Copy" of the applicant's current license from the FCC ULS website.
  - 2) Reference copy of an expired license from the FCC ULS website.
  - 3) Original or photocopy of an expired license.
  - 4) A letter from FCC stating the applicant was previously licensed as a Technician prior to 21 Mar 1987, or was previously licensed as a General, an Advanced or Amateur Extra class licensee.
  - 5) A copy of the cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
- i. The VEs performing Registration must retain copies of each Element credit claimed by each applicant except the applicant's current license. All forms of identification and original copies of other documents will be returned to the applicant at the end of the Registration process.
- j. The collection of fees is the final activity of the Registration process.

## 11. Examination Phase

- a. Prior to the start of administering exams, a member of the VE Team must provide these instructions to the applicants and include, but not limited to, the following:
  - 1) Applicants must follow the instructions of the VEs at all times. Failure to comply will result in the offending applicant having his/her exam terminated without further action.
  - 2) Applicants who bring calculators must have them checked by a VE to ensure nothing is stored in the memory.

- 3) Applicants may not have in their possession any other electronic devices while taking an exam. Applicants must turn off their electronic devices and they may be not visible to the applicant during the exam. Failure to comply will disqualify the applicant from further participation in the examination session.
  - 4) Cell phones may not be used as calculators and must be turned off while exams are being administered.
  - 5) Smart watches and Google Glass/Glasses may not be brought to the examination area (e.g., the tables, stations, etc., where the applicant will sit to take his exam).
  - 6) Other instructions, requirements and prohibitions as the team may decide are appropriate, typically how to mark answer sheets, erase changed answers or mark for erasure items impossible to erase or where confusion may arise.
  - 7) The team's retest policy, see section f. below.
  - 8) The team's policy to offer the next element without cost upon passing the previous element.
- b. A minimum of three appropriately qualified VEs will administer the exams and must constantly observe the applicants while they take their exam.
- 1) Three VEs may observe no more than 12 applicants simultaneously taking an exam. Additional VEs are required to observe more than 12 applicants.
  - 2) As a guideline, an acceptable ratio of administering VEs to applicants is one VE per four applicants.
  - 3) The chart below identifies the qualification of VEs to administer exams.

	<b>Element 2 Exam</b>	<b>Element 3 Exam</b>	<b>Element 4 Exam</b>
<b>Who can Administer an exam?</b>	General, Advanced, and Amateur Extra	Advanced and Amateur Extra	Amateur Extra

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

- d. The VEs shall administer exams per the request of each applicant.
- 1) Exams can be taken in order, Element 2 precedes Element 3 precedes Element 4.
  - 2) An exam must be graded and passed prior to the applicant starting another exam.
  - 3) An applicant may request that an exam be read to him or her.
- e. Three qualified VEs shall participate in reading an exam to an applicant when requested.
- 1) The VEs will take turns reading the exam questions and the four possible correct answers.
  - 2) The applicant will identify the correct answer and mark the answer sheet if appropriate or
  - 3) The VEs will take turns marking the answer sheet in accordance with the applicant's choice of answer.
  - 4) If the three VEs mark the answer sheet on behalf of the applicant, each VE will indicate by their signature that they have administered the exam and recorded the applicant's answers honestly and in full compliance with the applicable FCC rules and the policies, procedures and instructions of the JARC VEC.
- f. If an applicant fails an element exam, the team is not required to administer a retest.
- 1) If a Team chooses not to administer retests, they must inform each applicant of that decision prior to administering exams.
  - 2) If a Team establishes minimum standards for retesting they must inform each applicant of the standard prior to administering exams. There is an additional fee to be collected if re-taking a failed element. The Team will ensure that a retest of the same element is using a version different from the failed version.
- If an applicant fails an exam element, Teams are not required to offer a retest to the applicant. The decision to offer retests is left up to the Teams. Teams may consider factors such as the length of time a facility is available for exams, the number of applicants and VEs, etc., when deciding whether to offer retests.*
- Teams may set a "standard" for retesting (e.g., Applicants can only miss 10-12 questions on the Element 2 and Element 3 exams and only 14-17 questions on the Element 4 exam.)*
- 3) If the applicant chooses not to retest, and the applicant is not requesting any administrative updates to his license, the team will return to the applicant his VEC Form 605 (Unmarked by the VE team) and all copies of any claimed element credit.

## 12. Grading Phase

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

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

## 13. Notification of Results

- a. Each applicant will be notified of the results of each exam taken as soon as possible after grading is complete. Notification is normally performed by the Team Leader.
- b. VEs should not interrupt an applicant while he/she is taking an exam to inform him/her of the result of a previous exam.
- c. VEs must inform applicants who fail an exam of the results as quickly as possible after grading the exam and in a respectful manner.
  - 1) If the team policy is to offer applicants a chance to retest, do so at this time.
  - 2) Let the applicant retest according to the Team's retest policy, see 6.f. above.
  - 3) It is the policy of the JARC VEC to NOT inform applicants of their exact score on any test.

## 14. Document Preparation and Signing

- a. Any person (e.g., VE, non-VE, ham, non-ham) participating in the exam session and not taking an exam, may prepare the VEC Form 605 and CSCE for signing. Preferably a VE performs this task. Only Certifying VEs may sign the Form 605.
  - 1) The VEC Form 605 must be marked as appropriate in Section 2 to indicate the class of license earned or that no license or upgrade was earned. Other license classes are to be crossed out.

- 2) The CSCE must be marked to indicate the following:
  - a) The element exam(s) passed, if appropriate.
  - b) The class of license earned, if appropriate.
  - c) Other exam elements and license classes are to be marked out.
  
- b. When the examinee is credited for all examination elements required for the operator license sought, three qualified VEs (“Certifying VEs”) must certify that the examinee is qualified for the license grant and that the VEs have complied with the administering VE requirements.
  - 1) Only VEs accredited by the JARC VEC may serve as “Certifying VEs”.
  - 2) The three qualified VEs certify that the examinee is qualified for a new license grant or an upgrade to an existing license grant and that the VEs have complied with the administering VE requirements by their signatures on the VEC Form 605 and the CSCE.
  
- c. Only a Certifying VE may sign the VEC Form 605 and CSCE whether the applicant passed an exam, applied Element credit for an upgrade, or passed an element and did not earn a license or an upgrade. VE qualification for signing the VEC Form 605 and CSCE is shown in the chart below.

	<b>Qualified for Technician by Element 2 Exam</b>	<b>Qualified for General by Element 3 Exam or Element 3 Credit</b>	<b>Qualified for Amateur Extra by Element 4 Exam or Element 4 Credit</b>
<b>Who can Sign VEC Form 605 &amp; CSCE</b>	General, Advanced, and Amateur Extra	Advanced and Amateur Extra	Amateur Extra

- d. The same three VEs who sign the VEC Form 605 must also sign the CSCE preferably in the same order.
- e. Any VEC Form 605 used solely for an administrative action, must have the **“No New License or Upgrade Was Earned”** box checked.
- f. The VEC Form 605 does NOT need to be signed by VEs when the form is used only for administrative actions (e.g., Address change, name change, etc.).

## 15. Certificate (CSCE) Awarding

This activity is normally done by the Team Leader for those applicants who earned a new license or upgraded an existing license.

**Note: The Team Leader is responsible to ensure that no certificate is awarded to an applicant if the applicant's VEC Form 605 is not signed by the applicant.**

## 16. Post-exam Session Activities

The following activities are performed by the Team Leader and are part of the Team Leader responsibilities.

- a. Exam Session Paperwork
  - 1) Review all applicant paperwork for completeness, accuracy and legibility.
    - a) *This should be done prior to the applicant and VEs leaving the exam session.*
    - b) *Correct the paperwork as required and acquire signatures as appropriate.*
  - b. Collate the session related paper work as follows and place on top of first application or an electronic file may be used for the following:
    - 1) VE Session Summary Report
    - 2) VE Sign-in sheet
    - 3) Registration Log
  - c. Administrative updates only. Collate and staple each applicant's paperwork who requests only an administrative update (e.g., Non-Vanity license renewal, address change, name change, call sign change, etc.) in the following order:
    - 1) VEC Form 605
    - 2) Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
  - d. Applicant passes at least one exam element. Collate and staple the paperwork of each successful applicant (i.e. an applicant who passes at least one exam element) in the following order:
    1. VEC Form 605
    2. Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)



3. Copies of element credit (if applicable)
  - Copy of expired license or reference copy of an expired license from the FCC ULS website.
  - CSCE (issued within 365 days of date of exam session)
  - FCC Letter
  - The cover and applicable page from a Call Sign book showing the date of publication, the applicants name, call sign, and class of license.
4. The answer sheets from each failed and passed exam. This is not applicable for a “paperwork only upgrade.”
5. All papers on which the applicant wrote anything (e.g., formulas, calculations, etc.) during the exam. The applicant must print or sign his/her name on the paper(s).
6. A copy of the newly issued CSCE (see Note below).

**NOTE: Team Leaders may request their respective Regional Coordinator that they be exempted from having to provide a copy of newly issued CSCEs. Regional Coordinators may at their discretion choose to exempt a team from including copies of newly issued CSCEs. In such case, a reference to a unique CSCE identifying number may be a substitute.**

- e. Unsuccessful applicant. Collate and staple the paperwork of each unsuccessful applicant (i.e. an applicant who does not pass at least one exam element and does not request any administrative updates) in the following order:
  1. Local or VEC-provided forms (e.g., Form 605, Identification, Registration form, checklist, etc.) as appropriate.
  2. The answer sheets from each failed exam.
- f. Paperwork upgrade. Collate and staple the paperwork of each applicant who is upgraded based on non-exam related element credit only.
  1. VEC Form 605
  2. Other local or VEC-provided forms (e.g., Registration form, checklist, etc.)
  3. Copies of element credit (if applicable).
    - Copy of expired license or reference copy of a license from the FCC ULS website.
    - CSCE (issued within 365 days of date of exam session)
    - FCC Letter

- Call sign book cover with publication date and appropriate page from the call book
4. A copy of the newly issued CSCE (see Note above).
- g. If authorized by the VEC Chairman to use VEC-provided software to prepare encrypted session data files, the Team Leader will use the software to prepare the exam session results for uploading to the FCC.
    - 1) When preparation is complete, the Team Leader will e-mail the data file to his/her Regional Coordinator or VEC Chairman, if appropriate, normally on the same day, for uploading to the FCC.
    - 2) The Team Leader will forward the session paperwork to his/her Regional Coordinator or VEC Chairman, subject to the policies of the JARC VEC Chairman.
    - 3) No Team has a right to use any VEC software.
    - 4) Teams will be offered the use of the VEC software solely at the discretion of the VEC Chairman or Regional Coordinator.
  - h. If not authorized by the VEC Chairman to use VEC software, the Team Leader will forward the session paperwork to his/her Regional Coordinator or VEC Chairman, if appropriate, within seven days of the date of the exam.

## **17. Uploading Exam Session Results**

- a. The JARC VEC uses a software application to prepare exam session results for decrypting and uploading session data files received via e-mail from Team Leaders, to the FCC via the secure ULS Batch Filing System.
  - 1) No Team has a right to the VEC software.
  - 2) At the discretion of the VEC Chairman or applicable Regional Coordinator, the software may be made available to Team Leaders for their use.
- b. Regional Coordinators will manually prepare session data files or decrypt session data files received from a team leader and upload them to the FCC via the secure ULS Batch Filing System within two business days of receipt of the session paperwork or the session data file.
- c. Once the session data files have been uploaded and processed by the ULS Batch Filing System, the system will generate a Response File. Regional Coordinators should share the results of the upload with the respective team leader.

## 18. VEC Committee Chairman Responsibilities

The VEC Committee Chairman is responsible for:

- a. Coordination among Regional Coordinators, Team Leaders and accredited VEs.
- b. Approving the accreditation of new VEs, Team Leaders and Regional Coordinators.
- c. Maintaining a list of Regional Coordinators, Team Leaders and VEs.
- d. Acting as the JARC point of contact to the FCC and the NCVEC.
- e. Uploads the results of JARC VEC coordinated exam sessions to the FCC.
- f. Preparing the content of the written exams.
- g. Appointing an Alternate Chairman to assume the duties, authorities and responsibilities of the Chairman in his/her absence.
- h. Using VEC-provided software (e.g., Exam Generator – available on-line) to create, prepare, print, provide, and maintain a set of exams for elements 2, 3, and 4 and related grading materials (answer keys) derived from the current question pools for those elements in accordance with guidance from the JARC VEC.
- i. Preparing a Budget to be presented to the Board of Directors for the coming year, for their approval, as soon as possible following the annual election of Officers and Directors.
- j. Holding safe all monies collected by VE Teams for out of pocket expense reimbursements from applicants so as to not commingle with other monies of the JARC and keeping the Treasurer apprised of the flow of monies into and out of the VEC and the reconciling the balance in the VEC account.
- k. Though out-of-pocket expenses should rarely be large expenditures, the Chairman has the ex-officio authority to spend monies of the VEC on approved budgeted items up to the amount of \$75 per expenditure. The President of JARC may approve budgeted expenditures above \$75 up to his Presidential limit of \$150 via direct contact, phone or email. Expenditures in excess of \$150 require board approval. Again, approvals may be given by email, telephone, or in person.
- l. Submit monthly written summaries with year-to-date accumulations of: number of applicants, licenses awarded/upgraded, fees collected, and budgeted expenses incurred at regular JARC General Meetings as any other Committee Chairman would report. If necessary the Chairman should include requests for monies in excess of the approved budget for JARC BOD approval. If not in attendance, an email version will suffice.

## 19. Team Leader Responsibilities

The VE Team Leader is the principal interface between the VE Team, the applicable Regional Coordinator, the VEC and the FCC (if required). The Team Leader may also perform any of the roles of the participating or certifying VEs. The VE Team Leader or acting Team Leader is responsible for the following to include but not limited to:

- a. Reports to the local Regional Coordinator or the VEC Chairman, as appropriate.
- b. Scheduling and coordinating all scheduled exam sessions with the VEC.
- c. Ensures the exam session is advertised to include the date, time, and location of the exam session including street address or directions, and contact information.
- d. Provides the exam schedule and session information to the VEC and the VEC webmaster as well as ensures the session is advertised on club websites and in club newsletters, if applicable. Announcing exam sessions in local media (Newspapers, radio, television, etc.) is optional.
- e. 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 instruction of the JARC VEC.
- f. Coordinating with the leadership of the sponsoring organization (typically an amateur radio club) as required or directed.
- g. Maintaining a roster or database of VEC accredited Volunteer Examiners that comprise his/her VE Team.
- h. Ensuring sufficient VEs are available for scheduled exam sessions. This includes contacting members of the VE team directly or through a second person to check availability and ability to participate.
- i. Coordinating with applicants who pre-register for the exam session. This includes answering questions, providing recommended courses of action for preparing for the exam session, and providing directions, accommodations for sensor ally impaired applicants, etc.
- j. Creating, preparing, providing and maintaining a supply of forms and other materials as appropriate for each exam session. Teams are not required to provide any of the following but may choose to do so: Calculators, scratch paper, pens, pencils, small denomination bills for those without exact change, etc.
- k. VEC Form 605 - (Note: Only the front side of the VEC Form 605 needs to be printed.)
- l. Registration Log

- m. Exams and answer sheets
- n. Grading materials
- o. CSCEs
- p. VE sign-in sheet
- q. Other forms as deemed appropriate
- r. Submitting receipts for expenses related to VE Testing to include expendable supplies, reproduction of forms, postage, etc. to the sponsoring club for reimbursement.
- s. Collection of and accounting for fees as determined by the VEC Chairman.
- t. Ensuring that the examination facility is available and ready.
- u. Arranging furniture as required for registration, administering exams, and for grading exams.
- v. Assigning individual VEs specific duties and giving instructions to the VE team members as required and answering their questions, e.g.
  - 1) Registration
  - 2) Exam administration
  - 3) Grading
  - 4) Documentation preparation (VEC Form 605 and CSCE) as appropriate.
  - 5) Exam certification (Signing of VEC Form 605 and CSCE)
- w. Ensuring all exam session-related paperwork is completed properly and accurately.
- x. Giving pre-exam instructions to the applicants and answering questions from the applicants.
- y. Coordinating and monitoring the examination process between the applicants, the administering VEs, the grading VEs and the certifying VEs.
- z. Making decisions regarding procedures; resolving conflicting guidance or instruction; and is the decision maker on any violations (intentional or otherwise) of examination rules or protocols. Appeals of any decisions by the VE Team Leader may be submitted to the appropriate Regional Coordinator or the VEC Chairman for resolution.
- aa. Notifying applicants when they pass or fail an exam, as appropriate. Offer the applicant the opportunity to retest if appropriate and collecting additional fees.

- bb. Monitoring the performance of the participating VEs; providing re-training actions as required.
- cc. Reviewing each applicant's paperwork (VEC Form 605 and CSCE) for accuracy, legibility, and completeness before awarding each applicant their CSCE when appropriate.
  - 1) Social Security Number (if applicable) or preferably the FCC Registration Number (FRN)
  - 2) Mailing address
  - 3) Exam(s) passed and/or failed
  - 4) License earned
  - 5) VEC Form 605 and CSCE are signed
- dd. Recruiting, mentoring and training new or prospective VEs.
- ee. Coordinating the effort to clean and restore the test facility to the condition it was in (or better) prior to testing.
- ff. Collecting and ensuring that all of the applicants' paperwork is accounted for and secured and that all test materials are accounted for and secured at the end of the exam session.
- gg. Ensuring the test facility is secured upon departure or notifies other people using the facility that the VE Team is departing.
- hh. Preparing a VE Session Summary Report of the exam session using the VEC-provided or electronic form.
  - ii. If authorized, using any software provided by the JARC VEC to prepare a data file containing the exam session results for e-mailing to the appropriate Regional Coordinator who will upload the data file to the FCC data base via the ULS Batch Filing System.
  - jj. Forwarding the exam session results electronically to the appropriate Regional Coordinator or the VEC Chairman if applicable, on the day of the test session. This includes a scheduled exam session for which no applicants appeared. If no applicants appeared at a scheduled exam session, the Team Leader will forward a VE Session Summary Report and list of VEs who showed up to participate.
- kk. Forwarding all exam session paperwork and monies collected to the appropriate Regional Coordinator or the VEC Chairman as requested.
- ll. Reviewing and evaluating VE Team performance during the exam session. Providing feedback and taking corrective action as appropriate.
- mm. Providing other information to the JARC VEC and/or Regional Coordinator as required, requested, or when appropriate.

## 20. Required and Optional VEC Forms

- a. The JARC VEC affiliated teams use several forms during an exam session. Some of the forms are required and some are optional.
- b. Required forms to be used at an exam session:
  - 1) **JARC VEC Form 605** – Application for Amateur Operator/Primary Station License.
    - a) This form only needs to have the front side printed.
    - b) This form must be completed, accurate, legible, and signed by the applicant before an exam may be administered to the applicant and before any administrative action will be acted upon.
  - 2) **Registration Log/VE Summary Session Report**

Completed by the Team Leader.
  - 3) **JARC VEC Certificate Of Successful Completion of Examination (CSCE)**
    - a) A uniquely designed certificate
    - b) Two copies must be prepared per applicant who passes an exam element and/or who earns a new license or upgrades a successful license or upgrade by exam or via element credit.
      - 1) One copy to the applicant.
      - 2) One copy to the VEC Chairman - This requirement may be waived by the Regional Coordinator or at the request of the Team Leader.
  - 4) VE Sign-in sheet – VEs can sign-in using a plain piece of paper or be listed on the first page of the VE Session Summary Sheet (electronic version.) (Optional)

## 21. Summary

Volunteer Examiners provide an invaluable service to the radio amateur community. The JARC VEC takes great pride in providing this service.

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

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

Everything each of us does during an exam session reflects upon all of us. Each JARC VEC certified VE must perform his/her duties in a dedicated, courteous and professional manner throughout the exam session. Each VE must perform his/her duties fairly, honestly, and accurately without favor or prejudice. Nothing we do individually or collectively should give the perception that we are doing otherwise.

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