

## Appendix 4

### Team Leader Responsibilities

Updated 22 March 2024

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

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

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

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

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

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

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

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

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

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

2.3. Developing a workflow process that ensures the following:

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

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

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

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

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

2.4.1. No retesting allowed.

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

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

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

2.4.2.1. No conditions/restrictions for retesting.

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

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

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

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

2.6.1. Contact information

2.6.2. Exam registration requirements

2.6.3. Exam session location(s)

2.6.4. The team's exam schedule.

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

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

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

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

2.10. Coordinating with the applicable Regional Coordinator or VEC Chairman, as appropriate, to address and resolve any known or suspected problems with the policies, procedures and instructions of the Laurel VEC, issues with the VEC website, and/or issues with the software tools.

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

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

2.11.2. Submitting receipts for expenses related to VE program (expendable supplies, reproduction of forms, postage, etc.) to the sponsoring club for reimbursement, as required.

2.12. Contacting the appropriate Regional Coordinator or Laurel VEC Chairman regarding any issue or situation that occurs before, during, or after an exam session.

2.13. Keeping the appropriate Regional Coordinator or the VEC Chairman informed as to your status and when your status changes including, but not limited to, the following:

2.13.1. Personal absences by the Team Leader and the Deputy Team Leader that will prevent the team from conducting their next scheduled exam session(s).

2.13.2. Extended personal absences by the Team Leader during which he/she will be incommunicado.

2.14. Responding to queries from the Regional Coordinator, the VEC Chairman within 72 hours and from team members in a timely fashion.

2.15. Selecting and training one or more VEs to be a Deputy Team Leader.

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

2.15.2. Deputy Team Leaders must be designated as such on the team's page in the Laurel VEC VE Portal.

2.145.2.1. Deputy Team Leaders can be added or removed at the discretion of the Team Leader.

2.15.3. Deputy Team Leaders must be trained to a level of expertise that will allow them to perform the duties of the Team Leader during an absence of the Team Leader.

2.15.4. Deputy Team Leaders are authorized access to the team's page in the Laurel VEC VE Portal. Contact your Regional Coordinator for assistance.

2.15.5. Team Leaders and Deputy Team Leaders cannot change each other's personal information in the Laurel VEC VE Portal. Contact your Regional Coordinator for assistance.

2.16. Creating exams and answer keys using the following applications which can be found in the VE Portal of the Laurel VEC website. Only the Team Leader and Deputy Team Leaders are allowed to create exams and answer keys.

2.16.1. ExamMaker

2.16.2. Exam Generator

2.26.3. Exam Tools

2.16.4.1. Teams are authorized to use in-person online computer-based testing available from Exam Tools.

2.17. Scheduling, cancelling, and advertising exam sessions.

2.17.1. Typically, the Team Leader schedules exam sessions on the LARC Portal website. However, a Deputy Team Leader can be assigned this task.

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

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

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

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

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

2.18. Conducting exam sessions.

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

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

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

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

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

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

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

2.19.3.1. *Cell phones.*

2.19.3.2. *Smart watches.*

2.19.3.3. *Tablets.*

2.19.3.4. *Earbuds and headphones.*

2.19.3.5. *Smart Glasses [e.g., Apple glasses, Google glasses, etc.]<sup>1</sup>.*

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

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

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

2.19.6. *How to mark the answer sheet.*

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

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

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

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

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

2.20.1. The resulting scanned documents must be legible.

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

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

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

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

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

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