

# LFARS VE Program Volunteer Examiner Handbook

<https://lfars.net>

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All previously dated versions of this document are obsolete. This document has been made publicly available by the Last Frontier Amateur Radio Society, Inc.

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## Letter from the Chairman

As your Chairman for the LFARS VE Program, I want to give my utmost gratitude in having the opportunity to serve in this capacity. It is a privilege that is not taken for granted. While doing so, I hold a tremendous responsibility in preserving the honor, integrity and commitment to service through continued quality in our delivery of amateur radio license examinations.

Being a volunteer examiner enables you to give back by serving in a role that allows others to earn their amateur radio license. We were all on the opposite side of the table taking an exam at one point in our lives and should be grateful for those who willingly volunteered their time to help us achieve our goal of becoming a licensed amateur radio operator.

There are important responsibilities that come with being a volunteer examiner with the LFARS VE Program. This updated guide has been compiled to clearly reflect our operating policies and procedures. I strongly encourage you to carefully read through this guide. This program is always changing to meet the growing needs of license testing. Always remaining on top of rule changes and technological developments are paramount to securing our ability to serve the underserved for many years to come.

In closing, I personally thank you for taking the time to serve as a volunteer examiner with the LFARS VE Program. I look forward to working with you and remain confident in your dedication to display courtesy, respect and professionalism in setting an unparalleled standard for amateur radio license testing!

73,  
Brandin S. Hess - AL0B  
Chairman, LFARS VE Program

# 1 Contact Information

Here is the contact information for the LFARS VE Program, Inc. and Chairman for the LFARS VE Program:

Brandin S. Hess - AL0B  
Chairman, LFARS VE Program  
3932 Wolverine Way, Unit 1  
Kodiak, AK 99615

Chairman Primary Phone: (907) 888-0406  
Chairman Secondary Phone: (907) 513-2441  
E-Mail: [ve@lfars.net](mailto:ve@lfars.net)  
Web Site: <https://lfars.net/>

# 2 Overview

The LFARS VE Program is an Alaska based in-person and remote amateur radio Volunteer Examiner team providing exam sessions to underserved regions. **We are NOT an independent Volunteer Examiner Coordinator**, however through a working agreement with ARRL VEC, the LFARS VE Program is able to render service to anyone on a global scale, while maintaining the highest level of exam integrity.

Our primary focus for amateur radio license testing is Alaska. We will offer examinations to applicants outside Alaska, with the implied understanding they would be deprioritized in the event an Alaska resident is testing with us. All applicants residing outside Alaska are considered to be secondary recipients of our services. Offering examinations to applicants outside Alaska is strictly subject to the Chairman's written approval and can be revoked at any time as deemed necessary.

Volunteer Examiners provide an invaluable service to the amateur radio community. The LFARS VE Program was created to make amateur radio license testing available and accessible to those living in Alaska's bush and beyond. Using cutting edge technology, we will stop at nothing to get the job done where others can't.

From a paperless platform to electronic submission of data, we will undertake any endeavor to pioneer the future of amateur radio license testing for generations to come. The LFARS VE Program seeks to work equally with technologically advantaged and disadvantaged examinees and volunteers. Using our own exam platform,

the LFARS VE Program administers amateur radio license examinations directly over the internet or off-grid. We will always strive to be approachable, flexible, and accessible.

We get only 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 are committed to do everything possible to make them feel comfortable and relaxed. A kind greeting to each applicant, accompanied by a smile, will go a long way to shake off some of the nervousness newcomers and even old-timers experience before an exam.

We should pride ourselves in being "user friendly". When an applicant arrives at a testing session, introduce yourself and engage him or her in light conversation. This is a great way to help reduce the amount of stress he or she may be feeling. Ask about their amateur radio experience, why they want to become a ham, how long they have been licensed, etc.

The conduct of each VE during an exam session reflects upon all of us. Each team member must perform their duties in a dedicated, courteous, and professional manner throughout the exam session. Each VE must perform their duties fairly, honestly, and accurately without favor or prejudice. Nothing we do individually or collectively should give even the impression that we are doing otherwise.

## **2.1 Mission**

In accordance with the fundamental values established by the LFARS VE Program, our Volunteer Examiner Program has been specifically tasked with certain requirements. They are to:

- Recruit, train and accredit a corps of VEs.
- Coordinate examination sessions as needed with certified VEs.
- Inform VEs of additions, changes, and deletions to the LFARS VE Program rules.
- Provide a source of license testing materials (exams) for all VE teams certified by the LFARS VE Program.

- Provide a source of requisite forms required to correctly document the entire examination process.
- Collect and archive successful applications, including all related documentation.
- Prepare and maintain records of each testing session, including passes, failures, etc.
- Screen, approve, and forward successful applications to our corresponding Volunteer Examiner Coordinator for further processing and issuance of licenses.
- Resolve errors or defects in applications or documentation before the information is forwarded to our corresponding Volunteer Examiner Coordinator.
- Monitor the activities in all testing sessions, including having the authority to invalidate a testing session and revoke the status of a Certified VE should the need arise.

## 2.2 Core Values

The LFARS VE Program operates under these core values:

- Compliance - Compliance with the FCC rules and LFARS VE Program's Program policies.
- Communications - Open, two-way, and responsive.
- Service - Service to others before self.
- Respect - Respect others at all times.
- Accountability - Accountable for our actions at all times.
- Honesty/Integrity - Honest with each other and with the people we serve.
- Knowledge - Know and understand the current rules and policies that govern our duties, procedures, and responsibilities.
- Trust - Trust in each other to perform our duties and responsibilities according to the FCC rules and Volunteer Examiner Coordinator policies.
- Excellence - Commitment to excellence in everything we do.

- Accessibility - Being able to offer amateur radio license examinations to applicants anywhere.
- Approachability - Being willing to work with anyone, anywhere and at any time, regardless of the situation.
- Professionalism - Commitment to going above and beyond the call of duty in service to our community.
- Sustainability - Continued commitment to the modernization of amateur radio license examinations.

## 2.3 Compliance

The policies, procedures, and instructions of the LFARS VE Program are unique to our VE Program. The policies, procedures and instructions contained herein supersede any other policies, procedures, and instructions contained in any other LFARS VE Program documents except the rules of the FCC and our corresponding Volunteer Examiner Coordinator.

The policies, procedures and instructions of the LFARS VE Program augment, but do not diminish, the authority or the requirements of the rules and regulations of the FCC and our corresponding Volunteer Examiner Coordinator. This document establishes the internal policies, procedures and instructions of the LFARS VE Program, which are necessary to accomplish its mission and are applicable to all VEs certified by the LFARS VE Program. All VEs certified by the LFARS VE Program must comply with the policies, procedures and instructions contained herein and the rules and regulations of the FCC.

The principal statutory authority for amateur radio license exams is CFR Title 47, Part 97, Subpart F - Qualifying Examination Systems, and is the foundation of the LFARS VE Program policies, procedures, and instructions regarding activities related to the amateur radio licensing system. The policies and procedures established by our corresponding Volunteer Examiner Coordinator also provide fundamental authority for the LFARS VE Program.

The policies, procedures and instructions in this document apply to all VEs certified by the LFARS VE Program. Each LFARS VE Program certified VE, individually and collectively as a member of a team, agrees to comply with these instructions



and policies and Part 97 while preparing, certifying, and processing examinations coordinated by the LFARS VE Program. Additionally, teams will follow instructions of their Lead VE, Session Manager or the LFARS VE Program Chairman. Questions about the policies, procedures and instructions described in this document may be referred directly to a Lead VE or the LFARS VE Program Chairman.

## **2.4 Time Zone of Operation**

The LFARS VE Program shall be in strict compliance with Article V, Section 4.3 of the Last Frontier Amateur Radio Society, Inc. bylaws which states the following: I understand the official time zone of operation is Alaska Time and it's my responsibility to maintain knowledge of the time difference based on my physical location. I understand all correspondence will be given based on our official time zone of operation.

All official correspondence, no matter what the circumstance may be, must use the Alaska Time Zone (i.e. "AKT"). This correspondence includes, but is not limited to email, Discord conversation, telephone calls, text messages, video conferences, written bulletins, written or verbal directives within the LFARS VE Program.

## **3 How to join the LFARS VE Program**

To join the LFARS VE Program, all potential applicants must meet the following criteria before their request will be processed.

### **3.1 FCC Qualifications**

- a.) Be accredited by the coordinating VEC (We require you already be actively accredited with the ARRL VEC before applying);
- b.) Be at least 18 years of age [§97.509(b)(2)];
- c.) Be a person who holds an amateur operator license of the class specified below:
  - i.) Amateur Extra, Advanced or General Class in order to administer a Technician Class operator license examination;
  - ii.) Amateur Extra or Advanced Class in order to administer a General Class operator license examination;

- iii.) Amateur Extra Class in order to administer an Amateur Extra Class operator license examination.
- d.) Not be a person whose grant of an amateur station license or amateur operator license has ever been revoked or suspended.
- e.) Must not have any credible concerns regarding integrity or honesty that could compromise any examinations being administered. [§97.525(4)]

### **3.2 LFARS VE Program Specific Requirements**

- a.) You must be a Permanent Resident or Citizen of the United States;
- b.) You must be an Alaska resident to participate in remote testing, unless the Chairman has offered a letter of invitation to apply;
  - NOTE: If you're interested in getting a letter of invitation, please send an email to [ve@lfars.net](mailto:ve@lfars.net) with reasons why you would be a great asset to our program. Include references and we will then consider your request, although a letter is not guaranteed.
- c.) You must be an Alaska resident if you wish to serve as an in-person Volunteer Examiner;
- d.) Participate in four remote exam sessions every 180 days to remain active on the roster, participate in two in-person exam sessions every 180 days to remain active, or take the VE examination every six months if you can't make enough sessions;
- e.) Be flexible in your service, as our schedule changes periodically;
- f.) Must have a reliable, high speed internet connection (minimum 25 Mbps down, 3 Mbps up - a speedtest will be required if you're on DSL or Satellite);
- g.) Must have a reliable desktop or laptop PC/Mac and a good webcam for communications;
- h.) Must be capable of using Zoom for video conferencing;
- i.) Learn how to use our in-house exam platform as a part of your service, and
- j.) You must agree to abide by Section V of the Last Frontier ARS bylaws. (Section V starts at the bottom of page 9 and goes through the top of page 13.)

### **3.3 Integrity**

The LFARS VE Program may refuse to accept a VE if there is any question regarding the person's integrity or honesty which could compromise examinations. [§97.509(e)]

### **3.4 Application Process**

1. The prospective Volunteer Examiner must complete an electronic application that is available by going to <https://lfars.net/ve.htm>.
2. The LFARS VE Program Chairman will review the application for completeness and process it.
3. The LFARS VE Program Chairman will schedule an interview with the applicant. This interview will be via Zoom.
4. Under most circumstances, a decision on the application will be rendered by the end of the interview. If more time is needed, the Chairman will have five business days to render a decision from the date of the interview.
5. If the application is not approved, the applicant will be notified in writing of the decision within fifteen business days.
6. If the application is approved, the applicant must take the LFARS VE Program's open-book, 30 question VE exam within ten days of being approved for service. They must pass with a score of 80% or better. Should they not take the VE examination within the ten day window, their application will be turned down and no longer be considered for service.
7. If the applicant does not pass their first attempt, the LFARS VE Program Chairman will review missed questions and give one additional exam attempt to the applicant.
8. If the applicant does not pass their second attempt, they must wait 30 days to retest.
9. Upon passing the LFARS VE Program's 30 question, open-book examination, the LFARS VE Program Chairman will issue login credentials to Wireless Exam Gen, and the applicant will begin their service as a new Volunteer Examiner.
10. New VEs will sit on a minimum of four testing sessions to learn how the exam platform works.

11. A VE file will be set up in the database to keep track of VE training and hours.
12. VE Certification is good for 24 months. All current VEs must take the VE Exam every 24 months to remain in the program.

### **3.5 VE Request for Inactive Status and Reinstatement**

A volunteer examiner may request to be placed on inactive status for a requested time frame when the VE believes he or she will not be able to participate in license testing. A request to be placed on inactive status shall be in writing to the Chairman of the LFARS VE Program and subject to the Chairman's approval. Any periods of inactivity longer than 30 days will require the volunteer examiner to take and pass our VE Examination periodically as determined by the Chairman to demonstrate a willingness to remain on our roster.

The VE's monthly testing requirement shall be waived for the following approved period when inactive status has been granted. The VE's return to active status at the conclusion of the inactive period shall also require a passing score on the VE Examination and a meeting with the Chairman of the LFARS VE Program. Any VE who is in inactive status in excess of 1 year will be required to re-apply as a volunteer examiner through the LFARS VE Program, including participation in four probationary testing sessions before being reauthorized to certify examinations as a Volunteer Examiner.

### **3.6 Remaining Active with the LFARS VE Program**

All Volunteer Examiners who are participating in the LFARS VE Program must participate in a minimum of four (4) remote exam sessions every 180 days to remain on the roster. If a VE does not participate in four sessions in a 180 day period, they will be required to take the VE examination again. **If a VE has indicated availability for a session and it's canceled, the VE will have to participate on a different date.**

Also, if you mark yourself as being available for a session and do not make it, credit for that session is not given. If you are doing in-person examinations that have been sponsored by the LFARS VE Program, you will be required to participate in a minimum of four (4) in-person exam sessions every calendar year to remain on the roster. Should a VE not be able to meet this requirement at any time, they will be required to contact the Chairman to discuss options for program retention.

## 4 Recruiting and Retaining VEs

### 4.1 Recruiting VEs

It is the intent to recruit new Volunteer Examiners into the LFARS VE Program through comprehensive national media campaigns and interaction with examinees. Our nationwide campaigns will be made through any available media source that allows us to effectively advertise the service we are providing to the amateur radio community as a whole.

### 4.2 Retaining VEs

Through a comprehensive system of training, Volunteer Examiners who are active with the LFARS VE Program will receive an opportunity to move up the leadership ladder. We will also strive to monitor our current Volunteer Examiners via questionnaires, surveys and interactions to detect those who feel they are being overworked.

### 4.3 VE Team Leadership Ladder

1. Chairman

- The Chairman is appointed by the Last Frontier Amateur Radio Society, Inc. Governing Board and is responsible for overseeing all operations relating to the VE Program.

2. Session Manager

- Duties and Description: The Session Manager is the person who is in charge of and manages a specific exam session. The Session Manager is responsible for managing the entire exam session and following the rules for proper handling of applicant data, as prescribed by the Chairman. To be eligible for service as a Session Manager, a VE must successfully meet each of the following requirements:
  - Must hold an Amateur Extra class license
  - Must have completed at least 12 months of active, continuous service with no disciplinary infractions (The LFARS VE Program Chairman reserves the right to allow those with exemplary service an opportunity to serve as a Session Manager with less time, as necessary.)
  - Must be approved in writing by the LFARS VE Program Chairman

- Session Managers who are trained will receive proprietary documentation that is not available to the public from the LFARS VE Program Chairman. Prior to receiving the supplemental documentation, a form must be signed. The documentation is intellectual property of the Last Frontier Amateur Radio Society, Inc.

### 3. Examinee Setup and Support

- Duties and Description: Examinee Setup and Support is responsible for managing incoming applicants, grading examinations as needed during a remote session, facilitating the certification of applicants and other tasks given to them by the assigned Session Manager. Additional tasks include, but are not limited to the following:
  - Setup the examinee access to testing platform
  - Bring in the examinee’s second camera
  - Brief examinee on what will happen next
  - Act as communication liaison between Examinee Setup and Support and the Lead VEs
- To be eligible for service as Examinee Setup and Support, you must successfully meet each of the following requirements:
  - Must hold an Amateur Extra class license
  - Must have completed at least 8 months of active, continuous service with no disciplinary infractions
  - Must be approved in writing by the LFARS VE Program Chairman
- Volunteer Examiners who are trained to serve as Examinee Setup and Support will receive proprietary documentation that is not available to the public from the LFARS VE Program Chairman. Prior to receiving the supplemental documentation, a form must be signed. The documentation is intellectual property of the Last Frontier Amateur Radio Society, Inc.

### 4. Lead VE

- Duties and Description: The Lead VE conducts all transactions between the Team and the Chairman, Session Manager or Examinee Setup and Support. The Lead VE is responsible for the proper setup of each exam environment, delegating certifying authority to their assisting VEs and ensuring all procedures contained herein are strictly upheld. To be eligible

for service as a Lead VE, you must successfully meet each of the following requirements:

- Must hold an Amateur Extra class license
  - \* General and Advanced class license holders may serve as a Lead VE after completing one calendar year of active, continuous service and approval by the Chairman
- Must have completed at least six months of active, continuous service with no disciplinary infractions
- Must be referred in writing by three active members of the LFARS VE Program who have completed at least twelve months of active, continuous service
- Individuals who have been trained as a Lead VE will receive proprietary documentation that is not available to the public from the LFARS VE Program Chairman. Prior to receiving the supplemental documentation, a form must be signed. The documentation is intellectual property of the Last Frontier Amateur Radio Society, Inc.

#### 5. Certifying VE

- Each certifying VE must observe the examinee throughout the entire examination. The certifying VEs are responsible for the proper conduct and necessary supervision of each examinee. All new VEs will be required to participate in their first four sessions as an observer prior to being permitted an opportunity to act as a Certifying VE.

## 5 Session Listing and Advertising

Exam sessions coordinated by the LFARS VE Program are listed as a courtesy on HamStudy. Any session using VEs from our club that is not going to be listed on either of those sites must be coordinated with the Chairman. We require three days advance notice for non-regularly scheduled sessions. Exam sessions sponsored by the LFARS VE Program are always made available on the Wireless Exam Gen platform by going to <https://wirelessexamgen.com/schedule.php> and on HamStudy by going to <https://hamstudy.org/sessions/ALASKA/all>. A calendar listing will contain the following information:

## **Calendar Information**

- Date and time of the session
- Maximum number of applicants permitted
- Any additional information applicants may need to see before they register

The listing will appear in Wireless Exam Gen for the general public to access and register. Other VEs wanting to list a session on the club calendar must submit the information to the Chairman at least three days prior to the exam date.

## **6 Processing Payment**

Examinees will be emailed a payment invoice from the LFARS VE Program after they apply through the examinee registration portal on Wireless Exam Gen. Alternatively, we may also embed a button on our exam platform to collect payment. The examinee has 72 hours to submit payment.

## **7 Applicant Correspondence**

One of the most important things we can do as a team is make contact with an applicant after we receive their exam request. Engaging in light conversation and answering their questions helps to ensure that we are maintaining our commitment to service and excellence. We should be mindful of an applicant's time zone. Hours of service for calling an examinee are from 9:00 a.m. to 8:00 p.m. in their local time zone. VEs who correspond with an applicant need to make sure they are not disturbing someone at an unreasonable hour of the day or night, as courtesy should prevail. If a VE is unable to reach the applicant by telephone, he/she should reach out via email. Make sure the applicant understands our remote testing setup procedures. Answer any questions the applicant may have. Eliminating confusion beforehand makes sessions run smoothly.

## **8 Applicants with Disabilities**

Pursuant to 47 CFR § 97.509(k), the Federal Communications Commission allows for applicants with disabilities to receive an examination with special accommodation. To ensure and protect the honesty of this special service, we reserve the right



to confirm applicants have a legitimate disability that has been certified prior to testing with us. Here are two of the most common disabilities that require special documentation for a remote examination:

- Applicants who are visually impaired must provide us with complete documentation from a board certified ophthalmologist that clearly attests to having blindness. We will not accept documentation from a registered nurse, nurse practitioner, or general optometrist. No exceptions will be given.
- Applicants who are deaf or hard of hearing may be given instructions by an American Sign Language interpreter if documentation is provided from a board certified audiologist that clearly attests to total or significant hearing loss. We will not accept documentation from a registered nurse, nurse practitioner, or general physician. No exceptions will be given.

## **9 Acceptable Forms of ID at Exam Sessions**

The LFARS VE Program will administer examinations to anyone with a mailing address that can be validated with the United States Postal Service. The applicant must also submit a valid government issued photo identification from any U.S. state or federal authority. We accept any of the following types of valid, government issued photo identification for applicants over the age of 18:

- Driver Licenses or other State Photo Identification Cards issued by Department of Motor Vehicles (or equivalent) in any U.S. state or territory
- U.S. passport book
- U.S. passport card
- DHS trusted traveler cards (Global Entry, NEXUS, SENTRI, FAST)
- U.S. Department of Defense IDs, including dependent IDs
- U.S. Permanent Resident Cards
- Border crossing cards, issued by a U.S. government authority
- DHS-designated enhanced driver's licenses
- Transportation worker identification credentials issued by the U.S. Department of Homeland Security

- U.S. Merchant Mariner Credentials

If the applicant's legal name is different from what is shown on their primary document, they must provide additional document(s) that provide proof of name change. Amateur radio applicants under the age of 18 are not required to submit photo identification. Should an applicant under the age of 18 have valid, government issued photo identification, it must fall into one of the categories shown above. However, the applicant must submit at least TWO of the following if he or she doesn't have a photo ID to test with us:

- Certificate of U.S. Citizenship, Naturalization, or Birth Abroad.
- An original or certified copy of a U.S. birth certificate (From Vital Statistics) (Certified Informational Copies are NOT valid for identity purposes.)
- Employee ID
- Health Insurance Card
- Library Card with the applicant's name printed
- School ID
- A notarized, signed letter from a parent or guardian attesting to the positive identity of the applicant (A clear photocopy of the parent or guardian's government issued photo identification must be attached to the letter otherwise this will not be an acceptable form of identifying an applicant under the age of 18.)

On exam day, the parent or legal guardian responsible for completing the Minor Consent Form must be present at the start of the session to attest to the positive identity of the child and present their own photo ID.

For those who are physically testing outside the United States: Applicants must present proof of employment if working for a U.S. Consulate or U.S. Embassy abroad. Those who are active duty U.S. Armed Forces or a dependent stationed abroad, must provide a copy of their orders proving they are stationed on a U.S. military base OCONUS. If the applicant is stationed in Antarctica, they will need a scanned copy of their credential and a letter from someone in a position of authority attesting that they are indeed stationed on that continent.

## 9.1 Processing Applicants Under the Age of 18

Before we can administer an examination to an applicant under 18 years of age, we **\*\*\* MUST \*\*\*** have a completed “Parental Consent Form”. This one page form can be found by going to [https://wirelessexamgen.com/parental\\_consent.pdf](https://wirelessexamgen.com/parental_consent.pdf). This document is a fillable PDF. It must be completed by the legal parent or guardian and sent by the applicant’s parent or legal guardian. They will need to email it to the address printed in the application as a PDF attachment. They are responsible for getting this back to us at least 24 hours prior to their scheduled exam!

Once we have their application, a copy of it will be provided by email to the Lead VE on the day of their scheduled exam. Upon their arrival into the exam room, the Lead VE is responsible for pulling up their Parental Consent form and asking the parent or legal guardian who signed that form to present their valid, government issued photo ID. It will be up to the Lead VE to verify everything is correct before proceeding into setting up the exam environment.

If the minor is 15 years of age or younger, the parent or legal guardian who signed the Minor Consent Form must be present in the room when it’s time to grade their exam. After the results have been given, the parent or legal guardian is free to leave the room unless they have any questions for the VE team.

## 9.2 Eligibility Requirements for an Examination

The LFARS VE Program will gladly administer an examination to anyone that meets our eligibility requirements:

- Must be a legally established resident of the United States;
- Must be a United States Citizen or Permanent Resident;
- Must have a valid, verifiable mailing address;
  - Due to known fraudulent use of mailing addresses in the United States, we will NOT provide examinations to individuals using mail-forwarding services, or for any person where the authenticity or authorization to use an address is deemed to be in question. No exceptions!
- Applicants must be physically present in any of the following locations to be tested:

- Anywhere in the 50 United States;
  - Anywhere in Alaska to test in-person;
  - Any U.S. Territory or Possession by the United States;
  - OCONUS U.S. Armed Forces personnel and their dependents;
  - U.S. Consulate or U.S. Embassy abroad;
    - \* Officers who are employed at a U.S. Consulate or U.S. Embassy must provide credentials and proof of employment at that location.
  - Stations within the U.S. Antarctic Program.
- The LFARS VE Program will NOT administer an examination to any foreign national, regardless of their legal status unless they are a United States Citizen or Permanent Resident. No exceptions!

## 10 Processing Re-licensing Applications at Exam Sessions

The FCC now offers partial credit for expired General, Advanced or Amateur Extra licenses. A license that has expired and gone beyond the two year grace period will be canceled in the FCC system. The licensee will not automatically qualify for a new license. At a minimum, previous license holders must take the current Element 2 (Technician) exam at an exam session to return to amateur radio. The FCC will issue a new call sign and a new license when the Technician exam is passed. Please refer to the Expired License Credit Section 10.1.

The FCC also offers partial credit for pre-1987 Technician licenses. Please refer to the Pre-1987 Technician License “Grandfather” Credit Section 10.3 below.

### 10.1 Expired License for Exam Element Credit

FCC Rule §97.505(a) offers partial credit to an examinee who has an expired General, Advanced, or Extra license. If an applicant held a General or Advanced license, and has proof, the FCC will afford credit for the General (Element 3) written exam only. If an applicant held an Extra license, and has proof, the FCC will afford credit for the General (Element 3) and Extra (Element 4) written exams. At VE exam sessions it is the applicant (not the VEs or coordinating Volunteer Examiner Club)

who is responsible for supplying the evidence of holding valid expired license credit.

The section titled “Valid Forms of Exam Element Credit for Expired Licenses” explains how to verify the license status of someone eligible for such credit under section §97.505 of FCC Rules.

If their license has been expired for less than two years, they can simply renew the license. No additional testing is required. The applicant must fill out a form 605 indicating that they are renewing an expired license, checking the appropriate blocks or entering information as needed, and submit it with the other paperwork for that exam session. We will process their renewal application when the other paperwork is submitted. There is no charge for this service.

If their license has been expired for a period exceeding two years and one day, they must first take and pass the Technician (element 2) exam. Once that exam is passed, they must then demonstrate proof of having held a license of a “higher” class, such as a General, Advanced, or Amateur Extra Class. The fact that they once held a Technician, Technician Plus, or Novice class license does not allow them to skip this step.

Their application for a new Technician license will be processed as for any other applicant. Our procedures to successfully process an applicant who is wanting their license to be restored under §97.505 must do the following:

- They must select any of our advertised exam sessions via Wireless Exam Gen.
- Once they have selected the session of choice, they will load the information page for that session on Wireless Exam Gen. They will see an option that reads “Reissue EXPIRED License”. They must click on that and then click “PROCEED”.
- They will complete the 605 form, just like any other applicant would for a new license or upgrade. In that form, they will need to provide their current (or previous FRN if known), along with their old callsign, class of license and their current mailing address. Once all of that has been provided, they will submit their 605 form and pay the exam fee.
- Once the application is received, the Chairman will contact the applicant and have them provide necessary proof of their expired license, as laid out in this Handbook.

- Should the Chairman be successful in verifying the expired license, the applicant will receive a confirmation to test at their desired date and time. If they have provided acceptable proof of having previously held a General, Advanced, or Amateur Extra class license, they will also be upgraded as part of the same process.
- Upon the applicant's arrival, they will test as if they were just getting into amateur radio by taking an Element 2 (Technician) examination. If they pass, we will certify their results as a new Technician licensee, however on the 605 it will indicate they are getting their license class restored pursuant §97.505 of the Commission's Rules.
- We will forward their documentation for final processing and the applicant will get a new callsign under their previous class of license.
- The Session Summary Report will have this clearly documented. The VE team will only be responsible for administering a Technician examination and certifying results as a new Technician class licensee.
- The VE team will not have to do anything else, as Wireless Exam Gen will handle all of the rest.

The relicensing provisions will generate a new license and systematic call sign. This process does not reactivate their original license or call sign. If, after they receive their new license, they still want their old call sign, they can apply via the vanity call sign program.

The LFARS VE Program does not process vanity call sign applications. Vanity call signs may be obtained directly from the FCC, via their online filing procedures, or with the aid of a Volunteer Examiner Club that is authorized to process vanity call sign applications. Both the ARRL VEC ([www.arrl.org](http://www.arrl.org)) and the W5YI Volunteer Examiner Club ([www.w5yi.org](http://www.w5yi.org)) can help them. The LFARS VE Program website contains additional information about vanity licensing, and applicants interested in this provision should visit our web pages. If you have any questions about this program, please contact the Chairman.

## 10.2 Valid Forms of Exam Element Credit for Expired Licenses

At a test session, the VEs will review all credit documents presented by applicants. Persons who hold an expired General or Advanced license receive General written exam (Element 3) credit per FCC Rules. Persons who hold an expired Extra license receive General (Element 3) and Extra (Element 4) written exam credit per FCC Rules. This can be verified if an applicant presents any of the following:

- Per FCC Rule §97.505(a), an original or copy of an original expired FCC issued General, Advanced or Extra license as indicated on the license.
- A REFERENCE COPY of the license printed from the FCC ULS license database or FCC archive database located on the FCC website at <http://wireless.fcc.gov/uls/index.htm?job=home>
- If licensed in the mid-1970s or after, FCC will issue a ‘License Verification Letter’ indicating that the applicant was licensed. 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 license was granted (if exact date is not known, give the approximate time frame). The FCC asks those inquiring to include any information that may be helpful in researching these requests, but it does not need to know details of the examination session, such as where the test was administered or who gave it. “These requests must be researched on microfiche, so they will be very time-consuming,” an FCC spokesperson said, adding that no one should expect an overnight response.
- For 1966 or more recent records, the FCC’s research retrieval service contractor, Best Copy & Printing, Inc. (BCPI), will obtain the General, Advanced or Extra license 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](mailto:fcc@bcpiweb.com) Web: [http://www.bcpiweb.com/fcc\\_research.php](http://www.bcpiweb.com/fcc_research.php)
- A 1967 Edition, or later, Radio Amateur Callbook listing is acceptable as proof provided the ‘G’ (General), ‘A’ (Advanced) or ‘E’ (Extra) license class appears on the page next to the call sign listing. Only Callbooks issued Fall 1967

or later will show the license class. Be sure to copy the year of publication reference, if not printed on the page.

### **10.3 Pre-1987 Technician License “Grandfather” Element Credit**

FCC Rule §97.505(a) offers partial credit to pre-1987 Technician licenses. If an applicant held a “Technician” prior to 3/21/1987, and has proof, the FCC will afford credit for the General (Element 3) written exam only. The FCC does not require the applicant to have been continuously licensed. At VE exam sessions it is the applicant (not the VEs or coordinating Volunteer Examiner Club) who is responsible for supplying the evidence of holding valid grandfather credit.

The section titled “Valid Forms of Exam Element Credit for Pre-1987 Technician License” explains how to verify the Technician grandfather credit status of someone eligible for such credit under section §97.505 of FCC Rules.

### **10.4 Valid Forms of Exam Element Credit for Pre-1987 Technician license**

At a test session, the VEs will review all credit documents presented by applicants. For General written exam (Element 3) credit, persons who took a 50-question Technician/General written exam before March 21, 1987 receive Technician grandfather license credit per FCC Rules. This can be verified if an applicant presents any of the following:

- Per FCC Rule §97.505(a), an FCC Technician 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.
- If licensed in the mid-1970s or after, FCC will issue a ‘License Verification Letter’ indicating that the applicant was licensed as a Technician licensee prior to March 21, 1987. The FCC stated any requests for verification must be submitted in writing to: FCC, ATTN: Amateur Section, 1270 Fairfield Rd, Gettysburg, PA 17325. The request must include name, address, telephone number, date of birth, call sign issued at that time, and when the Technician license was granted (if exact date is not known, give the approximate time



frame). The FCC asks those inquiring to include any information that may be helpful in researching these requests, but it does not need to know details of the examination session, such as where the test was administered or who gave it. “These requests must be researched on microfiche, so they will be very time-consuming,” an FCC spokesperson said, adding that no one should expect an overnight response.

- For 1966 or more recent records, the FCC’s research retrieval service contractor, Best Copy & Printing, Inc. (BCPI), will obtain the pre-1987 technician certification from FCC records. There is a charge for this service. For assistance in purchasing copies of FCC documents, please contact BCPI directly. Their contact information is as follows:
  - Phone: 202-488-5300 or 1-800-378-3160.
  - TTY: 202-488-5562.
  - Fax: 202-488-5563.
  - Email: [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com)
  - Web: [http://www.bcpiweb.com/fcc\\_research.php](http://www.bcpiweb.com/fcc_research.php)
- A 1987 Edition, or earlier, Radio Amateur Callbook listing is acceptable as proof provided the ‘T’ (Technician) license class appears on the page next to the call sign listing. Only Callbooks issued Fall 1967 or later will show the license class. Be sure to copy the year of publication reference, if not printed on the page.
- 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 license effective or begin date prior to 3/21/87 is acceptable.

## 10.5 CSCEs for Exam Element Credit

At an exam session, the VEs will review all credit documents presented by applicants. Per FCC Rule §97.505(b), a Certificate of Successful Completion of Examination (CSCE) issued within the previous 365 days at a Volunteer Examiner Club sponsored exam session, is acceptable proof for the Element(s) indicated on the form.

All VE teams need to be fully aware that the applicant **MUST** present an original copy of the CSCE to receive credit for that element! Additionally, if a VE team cannot verify the authenticity of a CSCE, the Lead VE should contact the LFARS VE Program Chairman for further instructions.

With the changes to the speed at which licenses are being granted by the FCC, this is not likely to come up unless the applicant took their exam on a Friday evening, gets their CSCE and goes for an upgrade on that following weekend. Again, rare but if it does happen, make sure that the applicant comes with their original CSCE.

CSCE Special exception: Photocopies may, in special circumstances, be acceptable provided they contain the valid original signatures (in ink) of 3 accredited VEs (in addition to any signatures that may appear on the copied original) attesting that the copy is a certified copy of an original CSCE form, and a reasonable explanation of why the original is not available.

If the applicant has tested with the LFARS VE Program remotely, we will be able to locate and validate their CSCE. The CSCE must have been issued less than 365 days prior to the date of their upcoming exam, otherwise it is considered to be void. Acceptance of photocopied CSCE forms will be considered on a case by case basis and is **NOT** guaranteed. The LFARS VE Program Chairman will make the final decision on accepting a photocopy of any CSCE being presented for element credit.

## 10.6 FCC Rule Pertaining to Element Credit

FCC Rule §97.505 Element Credit. The Certifying VEs must give credit as specified below to an examinee holding any of the following license grants:

<b>Operator Class</b>	<b>Unexpired (or within the grace period)</b>	<b>Expired and beyond the renewable grace period</b>
Amateur Extra	Not Applicable	Elements 3 and 4
Advanced, General or Technician granted before March 21st, 1987	Elements 2 and 3	Element 3
Technician Plus or Technician granted on or after March 21st, 1987	Element 2	No Credit

Important note: VEs are required to see the CSCE form (or applicable license) for any element credit claimed by the examinee, before permitting them to take a subsequent element. Unless you know the examinee and are willing to vouch for them, do not accept someone's word that an element has been passed but that they have "lost", "misplaced", or "forgotten" their CSCE (or license) for that element.

## **10.7 Affidavit Form and Verification of Facts**

Every person wishing to take advantage of this new rule will be required to fill out and sign an affidavit that states they are entitled to receive credit for elements passed previously. This affidavit is their statement that they are the same person as shown on the expired license. This document is distributed specifically by the Chairman and will be presented when the applicant is ready to be processed at an exam session.

The affidavit is required even if their current name and address match the expired license. Blank affidavit forms are available by request through the LFARS VE Program Chairman. The affidavit form should be reasonably self explanatory, but don't be afraid to ask questions. The affidavit is different from and separate from the regular Form 605 that all applicants submit. In the case of relicensing, both forms are required.

Even with a signed affidavit, additional scrutiny from the VE team will be needed to determine if the declared facts are plausible. For example, does the age of the applicant seem appropriate for a person licensed previously? A person that presents an expired amateur radio license that was originally issued 30 or more years ago, but whose current identification (a driver's license, for example) indicates they are only 40 years old (or less) should raise a "red flag". Guard against a situation where someone is attempting to claim credit for an expired license that was held by someone else with a similar name or address. VEs should use their judgment and experience, along with any documentation provided by the applicant, to decide if the facts are indeed plausible.

Unless the applicant can show an expired General, Advanced, or Extra class license that also shows the same name and mailing address as their current information, they will be required to provide additional documentation.

If the applicant presents an expired license where the mailing address on the license is different from their current information, they must also provide a satisfactory ex-

planation for the discrepancies. The reasons for a discrepancy could be as simple as the applicant having moved one or more times since the issuance of the now expired license. Remember that the FCC requires licensees to keep them informed of the licensees current mailing address. However, if the applicant's former license has expired for several years, they would not have been required to keep the FCC informed of changes that occurred while the license was not in effect.

The applicant should be able to show documentation proving that they lived at the former address, or in the case of a name change, when and for what reason they changed their name.

This could be established by other documents such as voter ID cards, old driver's licenses, old QSL cards, old bank statements or tax forms, etc. Our goal is to detect and disallow applications where someone is attempting to take advantage of a similar name, but who is not actually the person who held the expired license.

This situation will most often apply to a woman who has changed her last name because of changes in her marital status (but there could be other reasons, applicable to either a man or a woman). In any case, we are looking for similar documentation to that needed for address changes. Use the same basic verification processes as previously mentioned for address discrepancies.

Be absolutely certain that everything is in agreement before accepting someone's claim for element credit via an expired license. VE team members will not be held liable if they do not accept someone's credentials. In fact, we are not required to accept anything. In case of a dispute, the Chairman will resolve the issue. It is up to the applicant to prove their case to the satisfaction of the examiners – be fair, but be sure. If you are for any reason unsure, don't do it.

If you are confident that the person has the required CSCE (or license) covering a required element, you may permit them to take the exam for a subsequent element, with the understanding that no action can be taken until you, and the other VEs at that session, have seen the missing item(s). Some good sense judgment may be required on your part if this happens.

A closing set of instructions for all Volunteer Examiners: If you are unable to immediately verify a person's previous license, you are required to contact the Chairman as soon as possible for further instructions. These situations do not happen very of-

ten and the general rule of thumb is to administer their Technician class license exam then send the paperwork in question as a high quality scanned PDF attachment via email to the Chairman for further review.

## 11 Volunteer Examiner Code of Conduct

By serving with the LFARS VE Program, you are representing an organization that is focused on setting a higher standard for professionalism. As a part of joining the LFARS VE Program family, you agree to uphold the following:

- To remain active on our roster, each VE must participate in at least four (4) remote exam sessions every 180 days.
- Each VE participating in an exam session must agree to make an honest effort to be physically present for the session at least 30 minutes prior to its scheduled start time. If a scheduled VE is not able to make it, an honest effort must be made to notify the Session Manager as soon as possible.
- Each VE participating in remote examinations must have Discord installed and configured on their computer to maintain communication with the Lead VE and Examinee Setup and Support during a session. All VEs must actively monitor their respective Discord room during an exam session to ensure effectiveness in our service. Should a VE require assistance setting up their Discord client, please contact a member of Examinee Setup and Support or the Chairman. Discord can be downloaded by going to: <https://discord.com/download>
- Each VE must uphold a level of respect toward their peers, exhibit professionalism, and work as a team to ensure we are providing the best service possible to the amateur radio community.
- Each VE must uphold and demonstrate the highest level of honesty and integrity at all times while certifying amateur radio license examinations.

To these ends and to maintain the high standards required for participation as a Volunteer Examiner, any VE exhibiting conduct contrary to the LFARS VE Program's Code of Conduct (Section 12) may be suspended or removed from the roster permanently. The following examples of conduct are specifically prohibited by the Volunteer Examiner Code of Conduct:

- Using profanity or derogatory language, failing to appear for a testing session when scheduled, failure to follow testing protocols and procedures as described in this VE Handbook, interruption of examinees with a test in progress (such as talking to an examinee during an exam), failure to follow the instructions given by the Chairman or Session Manager during a testing session, or making false statements to the Session Manager.

The above list is not exhaustive, nor can any list incorporate or anticipate every single action which may threaten the reputation of the group or the integrity of the testing process. Therefore, in addition to the above, any conduct offensive to the LFARS VE Program's commitment to integrity and service, or contrary to those values stated in the group's Mission (Section 2.1) or Core Values (Section 2.2) will be considered a violation of this Code of Conduct, whether or not that conduct is specifically delineated in this section.

Any incident in violation of this section will be referred to the LFARS VE Program's Disciplinary Committee and may result in punitive action against the VE for the conduct in question. The LFARS VE Program will generally follow a three-strike rule for any participating VE; that is, a first offense will typically result in an admonishment and reprimand to the participating VE, a second offense will typically result in a 30 day suspension, and a third offense will most likely result in a 60 day suspension requiring approval of the Chairman for reinstatement. However, if the committee determines that the conduct was a gross violation of the Code of Conduct the committee will have the option to enhance its recommendation for punitive measure against the VE up to and including 60 day suspension without automatic reinstatement for first offense.

Gross violations are those which immediately threaten the integrity or reputation of the LFARS VE Program itself. This includes, but is not limited to, any expression of discrimination regarding age, gender, ethnicity, religion, sexual identity, sexual orientation or political affiliation. Intentional or willful failure to follow testing protocols and procedures, intentional or willful failure to follow the instructions given by the Chairman or Session Manager during a testing session, or a violation of 47 CFR §97.509 to administer or certify any examination by fraudulent means or for monetary or other consideration may result in an enhancement recommendation from the committee.

## 12 Session Conduct for VEs

The LFARS VE Program stands firm on the belief that amateur radio examinations must be administered with honesty, integrity, and commitment to quality of service. Below are the ideal standards that LFARS VE Program will achieve with each and every examinee. Referencing Section 11 of this document, Volunteer Examiner Code of Conduct, outlines core behaviors to be demonstrated by all VEs at all times while on Zoom calls that are hosted by the organization. During the conduct of their duties and when the examinee has entered the room, Certifying VEs must:

- Refrain from using electronic devices like cellphones or tablet devices (unless used as a tool during execution of your duties) and other similar devices
- Refrain from unnecessary conversation with other VEs
- Refrain from unnecessary conversation with the Examinee(s) beyond welcoming the Examinees to their exam

During the conduct of their duties and while an exam is in progress, Certifying VEs must:

- Pay attention to the examinee during the examination (Ref: §97.509(c)) “Each Certifying VE must observe the examinee throughout the entire examination.”

During the conduct of their duties and while an exam is in progress, Certifying VEs must not:

- Engage in conversation with anyone in their immediate working area
- Review newspapers, read a book or use electronic devices of any sort unless they are required as a tool during the execution of their duties.

Should a VE not be monitoring examinees during the session, further action may be taken by the LFARS VE Program Chairman per our Disciplinary Procedure as outlined in Section 13 of this document.

It is the responsibility of each Lead VE to ensure strict adherence to these policies. Additionally, Certifying VEs must not interrupt the Lead VE during the setup of a remote exam session except in matters where an exam may not be certifiable. If there is an issue with setup on the exam, either gain the attention of the Lead VE

at that moment or wait until the Lead VE asks all VEs if they will certify the exam being written by the examinee and raise your concern at that time.

Once the exam has been completed and until the examinee leaves the room, Certifying VEs should:

- Congratulate the examinee, and then allow the Lead VE to perform the administrative tasks related to signing the CSCE

Once the Certificate of Successful Completion of Examination has been issued and until the examinee leaves the room, Certifying VEs may:

- Engage in conversation with the examinee, respecting the limits outlined in Section 13, to provide them with answers to any questions they may have on Amateur Radio in general.
- Remind them of the resources available on the LFARS VE Program website (<https://lfars.net>) relating to study materials and much more
- Encourage the candidate to continue in their studies
- As required, consult with them on a study plan
- With permission of the Lead VE, go off-camera to manage a personal matter that may have arisen and advise how long you will be stepping away

## 13 VE Program Disciplinary Procedures

There shall be a committee created by the Last Frontier Amateur Radio Society, Inc. Board of Directors known as the Disciplinary Committee. This will be a standing committee. The Disciplinary Committee shall consist of three members and two alternates elected by the VE Program Board of Directors for a term of 12 months. The Board of Directors may select any member of the LFARS VE Program in active status to serve on the committee. A member of the Disciplinary Committee may be removed by the Board of Directors for cause at any regular or special meeting, or a committee member may resign voluntarily at any time.

The Disciplinary Committee shall meet by special session as requested by the Chairman. The Chairman may refer to the committee a new disciplinary matter for



determination, a review of a prior matter after appeal to the Board of Directors, or seek the committee's recommendation regarding a revision of this code of conduct or its procedures. Following any request by the Chairman for review of a matter, the Disciplinary Committee shall meet at a time and place determined by their members and shall present their recommendations in writing to the Chairman within 14 calendar days, unless a request for additional time is granted by the Chairman.

A determination of a matter by a majority of committee members shall be accepted by the Chairman as the recommendations of the committee. The presentation to the Chairman of the committee's recommendations in writing represents a final determination of a matter and the conclusion of the committee's review obligation.

### **13.1 Process Overview - Disciplinary Committee**

Any member of the LFARS VE Program with knowledge of a violation of the Code of Conduct is required to send that information to the Chairman. Upon receipt by the Chairman of an allegation of a violation of the Code of Conduct by a member of the LFARS VE Program, the Chairman will make the determination if the allegation is supported by credible information. If so, the matter will be referred to the Disciplinary Committee for its review. The Chairman will have three (3) days to review any allegation and make a referral as appropriate.

Upon receipt of a referral for discipline the committee will meet at a time and place of its choosing and make a determination of the following:

1. Whether or not the committee has a high confidence that the alleged conduct occurred;
2. Whether or not the conduct alleged is a violation of the LFARS VE Program Code of Conduct;
3. A determination that the violation of the code of conduct was the first, second, or third offense;
4. Whether or not the conduct was a gross violation of the Code of Conduct, and what enhancement, if any, is recommended.

The Disciplinary Committee will then have 14 calendar days to reach a determination of these items and present its recommendations in writing to the Chairman.

To assist the committee in its deliberations, the committee may request written or in person statements from anyone with direct knowledge of the conduct alleged. All VEs who are requested to provide this information to the committee are obliged to do so. The Chairman will also direct that any disciplinary history regarding the VE in question be forwarded to the committee for its consideration and determination of item number three.

Any recommendation of the Disciplinary Committee presented to the Chairman may be confidential as to the votes cast by each member, but such recommendation shall be confirmed by all members as representing the determination of a majority of the committee's members.

The Chairman will accept the recommendations of the committee unless the Chairman determines that the recommendations do not comply with the requirements of this section. If accepted, the committee's recommendation will be communicated to the Board of Directors and to the member to whom it pertains and placed into effect immediately regarding that member. The resolution of this matter will be noted along with the committee's recommendation in the minutes of the next regularly scheduled meeting of the Board of Directors.

If the committee's recommendations do not comply with this section and are rejected, the matter will be referred back to the Disciplinary Committee for revision of its recommendation to comply with this section, this revision will be completed within seven (7) days.

## **13.2 Appeal of a 60 Day Suspension**

A team member who is the subject of a final determination of discipline for 60 day suspension may appeal to the Board of Directors for further review of the matter within 5 days from the date of suspension. The Board of Directors will review the recommendation from the Disciplinary Committee for compliance with the requirements of this section and for fidelity to the duties given to it under this section. The Board of Directors may NOT reject the committee's determinations but may find that the committee failed to comply with this section and refer the matter back to the committee as per the Chairman above.

As part of an appeal the Board of Directors will also review the committee's recommendations for personal bias or negligence. Upon such a finding, the Board of

Directors will assemble a group of five (5) individuals who were not involved in any aspect of the incident being appealed to review the information submitted. This group will be called the Appeal Review Committee. Once the committee has been selected, they will have 30 days to review the appeal and submit their recommendations in writing to the Chairman.

Once the Chairman has received the recommendation of the Appeals Committee, a final decision to uphold or reverse the 60 day suspension will be issued within five (5) working days. The decision rendered by the Chairman as a result of an appeal is final. If the 60 day suspension is overturned, the VE will be reinstated with the understanding that another infraction will result in permanent removal from the program with no option to appeal the decision.

## **14 Post-session Applicant Interaction**

One of the most important things we can do as a team is make a good effort to stay in contact with the applicant. This can be done in the form of a telephone call and email. The best approach is to send a personalized email and offer your contact information as a means of support should they need help afterwards. We should make an effort to congratulate them on their achievement and welcome them to the amateur radio family.

### **14.1 Send Congratulatory Email**

As part of the Post Exam Survey and Info email that the LFARS VE Program sends to each applicant after the exam session, we make sure to add our congratulatory remarks too. Most teams will send something that is generic, while others send one that is personalized. We remain diligent in letting the applicant know that we care about their achievement and invite them to come see us if any questions arise.

### **14.2 License Delivery Method**

The FCC's ULS will automatically generate an email to the applicant that contains a PDF copy of their amateur radio license. It is their "Official Copy" which is the same one that used to be sent out by paper and mail in the past. That automatically generated email comes from the FCC around 10:30 pm Alaska Time the same day their new license or upgrade is granted. Make sure the applicant knows to look in

the “Junk” or “Spam” folder of their email. Sometimes, email providers flag it as “Malicious” and will not place the correspondence in their inbox.

### **14.3 Continuing Assistance**

The LFARS VE Program strives to uphold our vision, which is serving the underserved and being committed to excellence in all we do. We will do our part in making sure all applicants that come to us for an exam receive our contact information and an invitation to seek our guidance in anything that pertains to the amateur radio service. This goes a long way to show our willingness to be proactive in our community!

## **15 FCC Licensing Fees and Process**

### **15.1 Intro to Fees**

Per FCC Public Notice DA 22-307 that was released on March 23rd, 2022 all wireless services are required to pay a \$35 licensing fee effective April 19th, 2022 for any of the following:

- New license (i.e. “first time” amateur radio license, or ‘NE’)
- New club station license (i.e. “first time” club license, or ‘NE’)
- Vanity callsign application for an individual or club (i.e. “Modification”, or ‘MD’)
- License renewal (i.e. “Renewal”, or ‘RO’)

The Federal Communications Commission will not impose a \$35 fee for any of the following:

- Change of name
- Change of address
- Change of telephone number
- Change of email address
- License upgrade

- Change of club station Trustee
- Systematic callsign change, meaning an applicant wants to get the next available callsign in sequential order based on their class of license and location (i.e. “Modification”, or ‘MD’)

## 15.2 FCC Payment Process

After an exam session, the LFARS VE Program will submit the documentation for processing. Once the session data has been processed, it will be submitted as a batch file to the FCC. After the batch file is processed, an automatically generated email will be sent to the applicant. Applicants will have ten (10) days from the date of email receipt to pay their \$35 fee. That fee is only payable with a major credit or debit card online through the FCC’s CORES system. Once the payment is processed and confirmed in the ULS, the new amateur radio license is granted early the next morning.

## 15.3 FCC CORES System

Anyone holding a license from the FCC for any wireless service is now required to register for and obtain a CORES account. CORES is also known as the COMmission REGistration System (CORES). To register for a CORES account, please go to the following URL below:

<https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>

Once the account has been created and email address verified, licensees will need to login to the CORES system and associate a current FRN to their account or obtain a new FRN while logged in. To access the CORES login page, go to the following URL below:

<https://apps.fcc.gov/cores/userLogin.do>

Should anyone require tutorials on how CORES functions, you may direct people to the following URL:

<https://www.fcc.gov/licensing-databases/fcc-registration-system-cores/commission-registration-system-video-tutorials>

Please advise anyone obtaining an amateur radio license that he/she will need to have a CORES account prior to paying the \$35 licensing fee.

## **15.4 What Happens if an Applicant Doesn't Pay?**

Should an applicant not pay the \$35 licensing fee, their application will be dismissed by the Federal Communications Commission. Once the application is dismissed, the applicant is required to contact a VEC and ask them to resubmit their data for processing. A wise move on the applicant's part is to correspond with the VEC responsible for sponsoring their examination. The VEC will essentially need to re-submit the data again. Some VECs may charge an applicant for this service.

If an applicant does not pay the \$35 licensing fee and wants us to submit their data, we must see the original CSCE that was issued. The applicant must attend one of our regularly scheduled exam sessions to present their documentation and valid government issued photo ID. Once a team of at least three VEs have reviewed the documentation, a decision will be made to process or reject it. If it's rejected, supporting reasons may be passed along to the LFARS VE Program Chairman, but must be submitted within 72 hours for further review. If the applicant's data is validated and confirmed, we will resubmit on their behalf.

## **15.5 FCC Fee and the "Felony" Question**

Applicants who answer "Yes" to the Basic Qualification Question (i.e. "Felony Question") must follow established procedure and submit documentation relating to their conviction. They will also pay the \$35 fee prior to their application being looked at. Should their conviction result in a denial of an amateur radio license, the Commission will only refund the \$35 fee for this purpose. As stated before, all VE teams and Volunteer Examiner Clubs will not collect the \$35 fee on behalf of applicants. That fee will be collected directly by the Commission through their CORES system.

## **16 Useful Links for Volunteer Examiners**

Amateur Radio License Search:

<https://wireless2.fcc.gov/UlsApp/UlsSearch/searchLicense.jsp>

FRN Search:

<https://apps.fcc.gov/cores/simpleSearch.do?csrfToken=>

FCC ULS Login:

<https://wireless2.fcc.gov/UlsEntry/licManager/login.jsp>

Application Search via the ULS:

<https://wireless2.fcc.gov/UlsApp/ApplicationSearch/searchAppl.jsp>

FCC CORES Login:

<https://apps.fcc.gov/cores/userLogin.do>

47 CFR Part 97, Subpart F:

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

## Glossary

**Certificate of Successful Completion of Examination** A document that is given to an examinee when they successfully pass their written examination(s) at a particular session. The document is valid for 365 days from the date of issuance - Ref. Pg. 31

**Certifying VE** An accredited Volunteer Examiner that is qualified to certify the exam element that has been administered to an applicant - Ref. Pg. 14

**Chairman** An Amateur Extra class license holder that has been appointed by the Last Frontier Amateur Radio Society, Inc. Governing Board to oversee the internal operations of the VE Program - Ref. Pg. 4, 12

**Examinee Setup and Support** An accredited Volunteer Examiner that has been selected by the Session Manager to assist in bringing applicants into the video conference during a remote examination session; to also move applicants into their respective exam rooms and to also grade examinations as directed by the Chairman - Ref. Pg. 13

**Lead VE** An accredited Volunteer Examiner that has been selected by the Session Manager to be a lead exam administrator during a session - Ref. Pg. 13

**Session Manager** A qualified Volunteer Examiner that is responsible for the oversight of a coordinated exam session pursuant to Part 97 of the Commission's Rules, the policies of our coordinating VEC and internal policies as prescribed in the LFARS VE Program Handbook - Ref. Pg. 12