



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
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:

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2 Overview

The LFARS Volunteer Examiner (VE) Program is an Alaska-based team of dedicated amateur radio examiners, offering both in-person and remote testing opportunities to communities that are traditionally underserved. **It is important to note that we are NOT an independent Volunteer Examiner Coordinator (VEC).** However, through a formal working agreement with the ARRL VEC, the LFARS VE Program is able to provide high-quality licensing services to candidates on a global scale, while maintaining the highest standards of exam integrity and compliance.

Our primary focus is serving Alaska, where remote locations and harsh terrain can make access to amateur radio licensing challenging. Volunteer Examiners are essential to the amateur radio community, providing the expertise and oversight necessary to ensure fair and standardized testing. The LFARS VE Program was established to make amateur radio licensing more accessible, bridging the gap for residents in Alaska's most remote regions. Leveraging innovative technology, our team is committed to delivering exam services in locations where traditional approaches may not be feasible.

Using a paperless platform and electronic submission of exam data, the LFARS VE Program is actively pioneering the future of amateur radio licensing. We strive to accommodate both technologically proficient and less technologically equipped candidates, ensuring equitable access for all. Through our proprietary exam platform, we administer amateur radio license examinations either directly online or in off-grid

environments, maintaining flexibility, accessibility, and professionalism at all times.

First impressions are critical. As VEs, we are often the first point of contact for individuals taking their initial amateur radio exam. We are committed to creating a welcoming, comfortable, and relaxed environment for every candidate. A warm greeting, accompanied by a friendly smile, can greatly reduce the nervousness that both newcomers and seasoned applicants may feel before testing.

Being approachable and “user-friendly” is a core value of our program. When candidates arrive for a session, VEs should introduce themselves, engage in light conversation, and foster a positive rapport. Asking questions about their amateur radio experience, motivations for becoming licensed, or prior history with the hobby can help put candidates at ease and set the tone for a smooth exam experience.

The professionalism and conduct of each VE directly reflect on the LFARS VE Program as a whole. All team members are expected to perform their duties with dedication, courtesy, and integrity. Examiners must act fairly, honestly, and impartially, ensuring that no candidate is given preferential treatment or disadvantaged in any way. Every action should uphold the reputation of the program and reinforce the trust placed in us by the amateur radio community.

2.1 Mission

The LFARS Volunteer Examiner (VE) Program is guided by a clear mission to support and advance amateur radio licensing while maintaining the highest standards of integrity and accessibility. In alignment with the principles of the program, our Volunteer Examiner team is tasked with the following responsibilities:

- Recruit, train, and accredit a qualified corps of Volunteer Examiners to ensure competent and reliable administration of amateur radio exams.
- Coordinate examination sessions as needed, leveraging certified VEs to serve both local and remote communities, with a primary focus on Alaska.
- Communicate promptly with VEs regarding updates, modifications, or clarifications to LFARS VE Program rules and procedures.
- Provide authorized exam materials and resources for all VE teams operating under the LFARS VE Program.

- Supply the requisite forms and documentation to accurately record and support the entire examination process.
- Collect, review, and securely archive successful applications along with all associated documentation.
- Prepare and maintain detailed records for each testing session, including pass/fail outcomes and related statistics.
- Screen, approve, and forward successful applications to the corresponding Volunteer Examiner Coordinator for further processing and license issuance.
- Identify and resolve any errors or discrepancies in applications or documentation prior to submission to the Volunteer Examiner Coordinator.
- Monitor and oversee all testing activities, retaining the authority to invalidate a testing session or revoke the certification of a VE if required to maintain program integrity.

2.2 Core Values

The LFARS VE Program operates in accordance with the following core values, which guide every action, decision, and interaction within our team and with the public:

- **Compliance** – Adherence to FCC regulations and LFARS VE Program policies at all times.
- **Communications** – Open, clear, and responsive communication across all levels of the program.
- **Service** – Prioritizing service to others, with dedication to supporting candidates and the amateur radio community.
- **Respect** – Treating all candidates, volunteers, and colleagues with respect and courtesy.
- **Accountability** – Taking responsibility for our actions and decisions without exception.
- **Honesty and Integrity** – Maintaining honesty in all interactions and upholding the integrity of the examination process.

- **Knowledge** – Remaining fully informed of current rules, procedures, and policies governing VE duties.
- **Trust** – Relying on one another to perform duties responsibly, accurately, and in accordance with all applicable regulations.
- **Excellence** – Striving for the highest standards in every aspect of our work.
- **Accessibility** – Ensuring amateur radio license examinations are available to applicants anywhere, including Alaska’s most remote locations.
- **Approachability** – Being welcoming and cooperative with all candidates and volunteers, regardless of circumstance or location.
- **Professionalism** – Demonstrating dedication, courtesy, and competence in every interaction and responsibility.
- **Sustainability** – Committing to the modernization and continuous improvement of amateur radio license examination processes for future generations.

2.3 Compliance

The policies, procedures, and instructions of the LFARS Volunteer Examiner (VE) Program are specific to our organization and are intended to guide the conduct and responsibilities of all certified VEs. These internal policies and procedures take precedence over any other LFARS VE Program documents, except where superseded by the rules and regulations of the Federal Communications Commission (FCC) or the directives of our corresponding Volunteer Examiner Coordinator (VEC).

The LFARS VE Program’s policies and procedures are designed to complement, not diminish, the authority or requirements established by the FCC or the VEC. This document formally establishes the internal policies, procedures, and instructions necessary to fulfill the mission of the LFARS VE Program and applies to all VEs certified under its authority. All certified VEs are required to adhere to the guidance contained herein, in addition to complying fully with the rules and regulations of the FCC.

The primary statutory authority governing amateur radio licensing examinations is outlined in CFR Title 47, Part 97, Subpart F – Qualifying Examination Systems.

These federal regulations form the foundation of the LFARS VE Program's policies, procedures, and instructions as they relate to all activities involving amateur radio licensing. In addition, the policies and procedures established by our corresponding VEC provide essential guidance and authority for the LFARS VE Program.

The policies, procedures, and instructions contained in this document apply to all VEs certified by the LFARS VE Program. Each VE, both individually and as a member of a team, is expected to comply with these policies while preparing, administering, and processing examinations coordinated by the program. VEs are also required to follow the guidance of their Lead VE, Session Manager, or the LFARS VE Program Chairman. Any questions regarding the policies or procedures described in this document may be directed to a Lead VE or the LFARS VE Program Chairman for clarification.

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.) Participate in two 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;
- c.) Be flexible in your service, as our schedule changes periodically;
- d.) 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);
- e.) Must have a reliable desktop or laptop PC/Mac and a good webcam for communications;
- f.) Must be capable of using Zoom for video conferencing;
- g.) Learn how to use our in-house exam platform as a part of your service, and
- h.) You must agree to abide by Section V of the Katahdin 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

The process for becoming a Volunteer Examiner (VE) with the LFARS VE Program is designed to ensure that all candidates are qualified, competent, and familiar with our procedures and technology. The steps are as follows:

1. Prospective Volunteer Examiners must complete an electronic application, available at https://lfars.net/?page_id=45.
2. The LFARS VE Program Chairman will review each application for completeness and process it accordingly.

3. The Chairman will schedule an interview with the applicant, conducted via Zoom, to discuss qualifications, experience, and expectations.
4. In most cases, a decision regarding the application will be communicated by the end of the interview. If additional time is required, the Chairman has up to five business days from the interview date to render a decision.
5. If the application is not approved, the applicant will receive written notification within fifteen business days.
6. If the application is approved, the applicant must complete the LFARS VE Program's open-book, 30-question VE examination within ten days of approval. A passing score of 80% or higher is required. Failure to take the exam within the ten-day window will result in the application being declined and no longer considered for service.
7. Applicants who do not pass the first attempt will receive a review of missed questions from the Chairman and will be allowed one additional exam attempt.
8. Applicants who do not pass the second attempt must wait 30 days before retesting.
9. Upon successful completion of the 30-question exam, the LFARS VE Program Chairman will issue login credentials for Wireless Exam Gen, officially initiating the applicant's service as a Volunteer Examiner.
10. New VEs are required to participate in a minimum of four testing sessions to become familiar with the exam platform and procedures.
11. A VE file will be maintained in the program database to track training, session participation, and service hours.
12. VE certification is valid for 24 months. All certified VEs must retake the LFARS VE Program exam every 24 months to maintain active status in the program.

3.5 VE Request for Inactive Status and Reinstatement

Volunteer Examiners (VEs) may request to be placed on inactive status if they anticipate being unable to participate in license testing for a defined period. All requests must be submitted in writing to the LFARS VE Program Chairman and are subject

to the Chairman's approval. For periods of inactivity exceeding 30 days, the VE may be required to retake and pass the LFARS VE Program VE Examination at intervals determined by the Chairman to demonstrate continued readiness and commitment to the program.

While on approved inactive status, the VE's minimum session participation requirement is temporarily waived. Reactivation at the conclusion of the inactive period requires the VE to pass the LFARS VE Program exam and meet with the Chairman to ensure readiness to resume duties. VEs on inactive status for more than one year must reapply to the program, including participation in a minimum of four probationary testing sessions before being reinstated as certified Volunteer Examiners.

3.6 Maintaining Active Status with the LFARS VE Program

To remain active on the LFARS VE Program roster, VEs must participate in at least four remote exam sessions every 180 days. Failure to meet this requirement will necessitate retaking the LFARS VE Program VE Examination. **If a VE has indicated availability for a session that is subsequently canceled, they must participate on an alternative date to maintain active status.**

VEs who mark themselves as available but fail to attend a scheduled session will not receive credit for that session. For in-person examinations sponsored by the LFARS VE Program, VEs must participate in a minimum of two sessions per calendar year. Any VE unable to meet these requirements should contact the Chairman promptly to discuss options for maintaining program participation.

4 Recruiting and Retaining Volunteer Examiners

4.1 Recruiting VEs

The LFARS VE Program actively seeks to recruit qualified Volunteer Examiners to expand and strengthen our team. Recruitment efforts include national and regional outreach campaigns, targeted communications through all available media channels, and direct interaction with examinees. These campaigns emphasize the unique services provided by the LFARS VE Program, particularly in remote and underserved areas such as Alaska, while highlighting opportunities for personal growth and community contribution within the amateur radio community.

4.2 Retaining VEs

Retention of Volunteer Examiners is achieved through a structured system of training, support, and leadership development opportunities. Active VEs are encouraged to advance within the program by assuming leadership roles and taking on greater responsibilities over time. The LFARS VE Program regularly monitors volunteer engagement through surveys, questionnaires, and direct interactions to identify VEs who may feel overextended, ensuring that workload is balanced and that all team members feel supported, valued, and empowered to continue serving the amateur radio community.

4.3 VE Team Leadership Ladder

The LFARS VE Program employs a structured leadership ladder to ensure clear responsibilities, accountability, and proper oversight during all examination activities. Each role is defined below, along with eligibility criteria, duties, and procedural requirements.

1. Chairman

- The Chairman is appointed by the Last Frontier Amateur Radio Society, Inc. Governing Board and is responsible for overseeing all operations of the LFARS VE Program, including compliance, training, and program administration.

2. Session Manager

- **Duties:** The Session Manager is responsible for managing a specific exam session, including oversight of applicant data, coordination of volunteer examiners, and enforcement of all LFARS VE Program procedures. The Session Manager ensures that examinations are conducted fairly, securely, and in accordance with FCC rules and VEC guidelines.
- **Eligibility 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 may make exceptions for candidates with exemplary service.
 - Must be approved in writing by the LFARS VE Program Chairman.

- **Training and Documentation:** Session Managers receive proprietary LFARS VE Program documentation, which must be acknowledged via a signed agreement. All materials remain the intellectual property of the Last Frontier Amateur Radio Society, Inc.

3. Examinee Setup and Support

- **Duties:** Responsible for preparing examinees for the testing session, including setting up access to the exam platform, managing multiple cameras for remote sessions, briefing examinees on procedures, and serving as a liaison between examinees and the Lead VE or Session Manager.
- **Eligibility 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.
- **Training and Documentation:** Examinee Setup and Support VEs receive proprietary documentation from the LFARS VE Program Chairman, acknowledged via a signed agreement. All materials remain the intellectual property of the Last Frontier Amateur Radio Society, Inc.

4. Lead VE

- **Duties:** The Lead VE acts as the primary point of contact between the VE team and the Chairman, Session Manager, or Examinee Setup and Support. Responsibilities include overseeing exam environment setup, delegating certifying authority to assisting VEs, and ensuring all policies, procedures, and FCC regulations are strictly followed.
- **Eligibility Requirements:**
 - Must hold an Amateur Extra class license. General and Advanced license holders may serve as a Lead VE after 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 each have at least 12 months of active, continuous service.

- **Training and Documentation:** Trained Lead VEs receive proprietary documentation from the LFARS VE Program Chairman, acknowledged via a signed agreement. Materials remain the intellectual property of the Last Frontier Amateur Radio Society, Inc.

5. Certifying VE

- **Duties:** Certifying VEs are responsible for observing examinees throughout the entire examination, ensuring proper conduct, and supervising all exam activities. New VEs must complete a minimum of four sessions as observers before serving as a Certifying VE.

5 Session Listing and Advertising

Exam sessions coordinated by the LFARS VE Program are made publicly available as a courtesy on HamStudy and the Wireless Exam Gen platform. Any session utilizing LFARS VEs that will not be listed on these platforms must be coordinated in advance with the LFARS VE Program Chairman. For non-regularly scheduled sessions, a minimum of three days' notice is required.

All LFARS-sponsored sessions are posted on Wireless Exam Gen at <https://wirelessexamgen.com/schedule.php> and on HamStudy at <https://hamstudy.org/sessions/ALASKA/all>. Calendar listings provide essential information to ensure applicants are fully informed and prepared prior to registration.

Calendar Information

- Date and time of the session
- Maximum number of applicants permitted
- Any additional instructions or information applicants need before registering

Listings on Wireless Exam Gen are accessible to the general public for registration. VEs wishing to list a session on the LFARS calendar must submit all session details to the Chairman at least three days in advance to ensure proper coordination and oversight.

6 Processing Payment

After an examinee submits a registration request via the Wireless Exam Gen portal, the LFARS VE Program will issue a payment invoice by email. Alternatively, the LFARS VE Program may provide an embedded payment option directly on the exam platform. Examinees are required to submit payment within 72 hours of receiving the invoice to confirm their registration and secure a testing slot. All payment processing is handled in a secure and professional manner to ensure a smooth registration experience.

7 Applicant Correspondence

Effective communication with applicants is critical to providing a professional and welcoming experience. Upon receiving an exam request, VEs should promptly reach out to the applicant to answer questions, provide guidance, and explain remote or in-person testing procedures. Engaging in courteous, light conversation demonstrates our commitment to service, approachability, and excellence.

VEs should be mindful of the applicant's local time zone and only make contact between 9:00a.m. and 8:00p.m. local time. If a telephone call is unsuccessful, VEs should follow up via email. All correspondence should clearly explain the remote testing setup, session expectations, and answer any questions the applicant may have. Providing clear, proactive guidance helps eliminate confusion, ensures sessions run smoothly, and reinforces the professionalism and reliability of the LFARS VE Program.

8 Applicants with Disabilities

In accordance with 47 CFR § 97.509(k), the Federal Communications Commission permits applicants with disabilities to receive special accommodations during amateur radio examinations. The LFARS VE Program is committed to providing accessible and equitable testing for all candidates while ensuring the integrity and fairness of the examination process.

To maintain the security and honesty of these accommodations, the LFARS VE Program reserves the right to verify that any request for special accommodations is

supported by appropriate certification from a qualified professional. Applicants must provide documentation prior to testing to confirm eligibility for accommodations. The following are examples of disabilities that require official documentation for remote examination accommodations:

- **Visually Impaired Applicants:** Candidates who are blind or visually impaired must submit documentation from a board-certified ophthalmologist verifying the disability. Documentation from registered nurses, nurse practitioners, or general optometrists is not accepted. No exceptions will be granted.
- **Deaf or Hard-of-Hearing Applicants:** Candidates who are deaf or hard of hearing may receive instruction through an American Sign Language interpreter if they provide documentation from a board-certified audiologist confirming total or significant hearing loss. Documentation from registered nurses, nurse practitioners, or general physicians is not accepted. No exceptions will be granted.

The LFARS VE Program is committed to working with all applicants in a professional, respectful, and confidential manner. All accommodations are provided to ensure equitable access to amateur radio licensing while upholding program standards and regulatory requirements.

9 Acceptable Forms of ID at Exam Sessions

To ensure the integrity of all amateur radio examinations, the LFARS VE Program requires all applicants to present valid identification. Applicants must have a verifiable mailing address in the United States (as confirmed by the United States Postal Service) and provide acceptable government-issued photo identification. The following rules apply:

9.1 Applicants Age 18 and Older

Applicants 18 years of age or older must present one valid, government-issued photo ID from the list below:

- Driver's license or other state-issued photo ID from 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 ID, including dependent IDs
- U.S. Permanent Resident Card
- U.S. border crossing cards
- DHS-designated enhanced driver's licenses
- Transportation Worker Identification Credential (TWIC)
- U.S. Merchant Mariner Credential

If the applicant's legal name differs from the name on their ID, additional documentation (e.g., court order, marriage certificate) must be provided to verify the name change.

9.2 Applicants Under Age 18

Applicants under 18 years old are not required to submit a photo ID. If a minor has a valid government-issued photo ID, it must fall into the categories listed above. Otherwise, the minor must provide at least **two** of the following documents to verify identity:

- Certificate of U.S. Citizenship, Naturalization, or Birth Abroad
- Original or certified copy of U.S. birth certificate (certified informational copies are not accepted)
- Employee ID
- Health Insurance Card
- Library Card with the applicant's name printed
- School ID
- Notarized letter from a parent or guardian attesting to the minor's identity (must include a clear photocopy of the parent or guardian's government-issued photo ID)

On exam day, a parent or legal guardian must be present at the start of the session to complete the Minor Consent Form, attest to the minor's identity, and present their own valid government-issued photo ID.

9.3 Applicants Testing Outside the United States

For applicants physically testing outside the U.S.:

- Applicants employed by a U.S. Embassy or Consulate must provide proof of employment.
- Active duty U.S. Armed Forces personnel or dependents stationed abroad must provide a copy of orders verifying assignment to a U.S. military base.
- Applicants stationed in Antarctica must submit a scanned copy of their credentials and a letter from an authorized official confirming their assignment.

Important: No exceptions will be made. All identification requirements must be satisfied before an applicant may participate in an LFARS VE Program examination. Applicants failing to provide acceptable identification will be denied testing and must reschedule once proper documentation is provided.

9.4 Processing Applicants Under the Age of 18

Before administering an examination to any applicant under 18 years of age, the LFARS VE Program *** **MUST** *** have a completed **Parental Consent Form**. This one-page form is available as a fillable PDF at https://wirelessexamgen.com/parental_consent.pdf and must be completed by the applicant's legal parent or guardian. The completed form must be emailed as a PDF attachment to the address indicated on the application, no later than 24 hours prior to the scheduled exam.

Upon receipt, a copy of the Parental Consent Form will be provided to the Lead VE on the day of the scheduled exam. Upon the minor's arrival, the Lead VE is responsible for reviewing the form and confirming the identity of the parent or legal guardian who signed it. The parent or guardian must present a valid, government-issued photo ID. The Lead VE must verify that all information is accurate and complete before proceeding to set up the exam environment.

For minors aged 15 years or younger, the parent or legal guardian who signed the Parental Consent Form must remain present in the exam room while the examination

is graded. After the results are provided, the parent or guardian may leave unless they have questions for the VE team.

Important: No examination may proceed without a completed Parental Consent Form and verification of the signing parent or guardian's identity. Failure to comply with these requirements will result in the exam being postponed or rescheduled.

9.5 Eligibility Requirements for an Examination

The LFARS VE Program is committed to providing accessible, professional, and secure amateur radio examinations. We will administer exams to any applicant who meets the following eligibility requirements:

- **Residency:** Applicants must be legally established residents of the United States.
- **Citizenship Status:** Applicants must be either a United States citizen or a U.S. Permanent Resident.
- **Mailing Address:** Applicants must provide a valid, verifiable mailing address.
 - Due to known instances of fraudulent use, examinations will **not** be provided to individuals using mail-forwarding services or any address where authenticity or authorization is in question. No exceptions will be made.
- **Physical Location for Testing:** Applicants must be physically present in one of the following locations at the time of examination:
 - Any location within the 50 United States.
 - In-person testing in Aroostook or northern Penobscot Counties in Maine (or similar remote regions in northern Alaska, emphasizing accessibility in underserved areas).
 - Any U.S. Territory or possession.
 - U.S. Armed Forces personnel and their dependents stationed outside the continental United States (OCONUS).
 - Applicants testing at a U.S. Consulate or Embassy abroad:
 - * Must provide official credentials and proof of employment at that facility.

- Applicants stationed at U.S. Antarctic Program facilities must provide proper verification of assignment.
- **Foreign Nationals:** The LFARS VE Program will **not** administer exams to any foreign national unless they are a United States citizen or Permanent Resident. No exceptions will be granted.

Important: Adherence to these requirements ensures the integrity, fairness, and regulatory compliance of all LFARS VE Program examinations. Applicants failing to meet these criteria will not be allowed to test and must resolve eligibility issues before scheduling an exam.

10 Processing Re-licensing Applications at Exam Sessions

The LFARS VE Program strictly adheres to FCC rules regarding expired licenses, re-licensing, and partial exam credit. This section establishes the policies, procedures, and verification requirements to ensure the honesty, accuracy, and integrity of all relicensing examinations.

10.1 Overview

Under current FCC regulations, individuals holding expired General, Advanced, or Amateur Extra licenses may be eligible for partial credit toward new examinations, provided the expiration occurred within certain limits. Licenses expired beyond the two-year grace period are considered canceled by the FCC and do not automatically qualify for reactivation.

- Applicants whose licenses have been expired for less than two years may renew their license directly using FCC Form 605, with no additional examination required.
- Applicants whose licenses have been expired for more than two years and one day must first successfully pass the Technician (Element 2) examination and provide proof of previously held General, Advanced, or Amateur Extra license for partial credit under FCC Rule §97.505(a).
- The LFARS VE Program will issue a new license and callsign; the original license and callsign will not be reinstated. Applicants wishing to reclaim a

former callsign must apply through the FCC Vanity Call Sign Program or an authorized VEC.

10.2 Application Procedures

To process a relicensing application, applicants must follow these steps:

1. Select a regularly advertised exam session via Wireless Exam Gen.
2. On the session page, choose the option “**Reissue EXPIRED License**” and click “PROCEED”.
3. Complete FCC Form 605 with all required information, including current or previous FRN, old callsign, previous license class, and current mailing address. Submit the form along with the exam fee.
4. Provide proof of the expired license to the LFARS VE Program Chairman. Only the applicant may provide this evidence; VE teams do not assume responsibility for verification beyond procedural checks.
5. Upon verification of eligibility and proper documentation, the applicant will receive confirmation of their scheduled session.
6. At the exam session, the applicant will take the Technician (Element 2) exam. Passing this exam qualifies them for re-issuance of a new license. If applicable, partial credit for higher-class licenses will be applied according to FCC Rule §97.505.
7. Documentation and results will be forwarded for final processing, and the Session Summary Report will clearly indicate that the license was restored under FCC Rule §97.505.

10.3 Partial Exam Credit for Expired Licenses

FCC Rule §97.505(a) allows partial credit for previously held General, Advanced, or Extra licenses:

- Expired General or Advanced license: Credit for Element 3 (General written exam).

- Expired Amateur Extra license: Credit for Elements 3 and 4 (General and Extra written exams).
- Pre-1987 Technician license (“Grandfather” credit): Credit for Element 3 only, per FCC Rule §97.505(a).

Applicants are responsible for providing verifiable documentation for any claimed credit. Acceptable forms include:

- Original or copy of expired FCC-issued license.
- Reference copy printed from the FCC ULS or archived license database (<http://wireless.fcc.gov/uls/index.htm>).
- FCC-issued License Verification Letter (mid-1970s and later), requested in writing.
- Certification via Best Copy & Printing, Inc. (BCPI) for records from 1966 onward.
- Published Radio Amateur Callbook showing license class (1967 or later).
- QRZ.com CD-ROM listings (1983–1993) for Technician grandfather credit.

10.4 CSCEs for Exam Element Credit

Certificates of Successful Completion of Examination (CSCE) issued within 365 days of the current exam session may be used for element credit, per FCC Rule §97.505(b).

- Original CSCE forms must be presented for verification.
- Photocopies may be accepted only with original VE signatures and explanation for unavailability of the original, at the discretion of the LFARS VE Program Chairman.
- LFARS remote testing records may be used to verify CSCEs issued by our program.

10.5 Verification and Affidavit Requirements

To protect the integrity of the program, applicants claiming credit for expired licenses must complete an affidavit attesting to their eligibility.

- The affidavit confirms that the applicant is the same person who held the previous license.
- Even if current identification matches expired license information, the affidavit is required.
- Additional scrutiny is applied if discrepancies exist in name or mailing address; supporting documentation must be provided (e.g., previous ID, voter registration, QSL cards, bank statements).
- VE teams are not required to accept unverifiable claims; the LFARS VE Program Chairman resolves any disputes.

10.6 VE Responsibilities

- Certifying VEs must verify all documentation before permitting exams for subsequent elements.
- If verification is incomplete, administer the Technician exam and submit all documentation to the Chairman for review.
- VE teams are not liable for refusing unverifiable applications and must prioritize integrity over expediency.

10.7 Summary Table for Element Credit

Operator Class	Unexpired (or within grace period)	Expired beyond grace period
Amateur Extra	N/A	Elements 3 and 4
Advanced, General, or Technician pre-3/21/1987	Elements 2 and 3	Element 3
Technician Plus or Technician post-3/21/1987	Element 2	No Credit

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 two (2) 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>
- All VEs who desire to leave a session while duties are still being performed must request clearance from the Session Manager beforehand. Anyone who needs to leave must ensure the Session Manager does not require their presence for anything else pertaining to the active session. Once the Session Manager has given clearance to depart the video conference, your timesheet must be submitted. Any VE who departs an active exam session without Session Manager clearance will be immediately discharged after two incidents of unauthorized departure.
- While an active video conference directly sponsored by Last Frontier Amateur Radio Society is in progress, anyone in attendance is prohibited from actively engaging in, or discussing the following topics: politics, religion, or anything that is derogatory in nature. Discussions held covering any of the aforementioned topics will be referred to a disciplinary committee and further action may be taken.
- 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.
- After all duties have been completed by the assigned Session Manager, one of two things will happen to the video conference: it may be immediately terminated or kept open for further conversation and a chance to visit with one another. To ensure we remain good stewards of the organization's resources, video conferences may only stay open up to 30 minutes after all session duties are completed.

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 Volunteer Examiners (VEs)

The LFARS VE Program is committed to administering amateur radio examinations with honesty, integrity, and professionalism. Our mission is to provide service to all eligible applicants, with a particular focus on residents of Alaska and other underserved areas, while maintaining rigorous standards of exam conduct.

12.1 General Conduct During Exam Sessions

All Certifying VEs must adhere to the following during the setup and conduct of an exam session:

- Minimize distractions by refraining from the use of personal electronic devices, including phones and tablets, except when required for official duties.
- Limit conversations with other VEs; focus attention exclusively on exam administration.
- Welcome examinees courteously, but avoid unnecessary discussion beyond initial instructions.

During the examination:

- Observe each examinee throughout the entire exam (§97.509(c)).
- Do not engage in unrelated conversation, read, or use personal devices unless directly necessary for exam administration.

Any failure to actively monitor examinees may result in action under the LFARS VE Program Disciplinary Procedures (Section 13).

12.2 Interaction After Exam Completion

Once the exam is completed and until the examinee leaves the room:

- Congratulate the examinee and allow the Lead VE to complete administrative tasks, including signing the CSCE.
- Certifying VEs may answer questions about amateur radio in general and provide guidance on study materials, online resources (https://lfars.net/?page_id=97), or continuing education.
- Encourage examinees to pursue further licensing or upgrades.
- With Lead VE permission, step off-camera for personal matters, providing an estimated return time.

13 Disciplinary Procedures

The LFARS VE Program maintains a standing Disciplinary Committee to ensure compliance with our Code of Conduct.

13.1 Committee Structure and Authority

- Comprised of three members and two alternates, elected annually by the VE Program Board of Directors.
- Committee members may be removed for cause or resign voluntarily.
- Reviews alleged violations referred by the Chairman and provides written recommendations within 14 calendar days.
- Decisions by a majority of the committee are forwarded to the Chairman for final determination.

13.2 Disciplinary Review Process

1. Allegations of Code of Conduct violations must be submitted to the Chairman.
2. The Chairman reviews allegations within three days for credibility and refers supported cases to the Disciplinary Committee.
3. The committee evaluates:
 - (a) Likelihood that the alleged conduct occurred.
 - (b) Whether the conduct constitutes a Code of Conduct violation.
 - (c) Frequency of offenses (first, second, third).
 - (d) Severity of violation and recommended corrective actions.
4. Committee may gather written or oral statements and review historical disciplinary records.
5. Recommendations are submitted in writing to the Chairman and may remain confidential regarding individual votes.

13.3 Appeals for 60-Day Suspensions

Any VE subject to a 60-day suspension may appeal to the Board of Directors within five days. The Board will review for procedural compliance, personal bias, or negligence.

- If necessary, an Appeal Review Committee of five neutral individuals will examine the case and submit recommendations within 30 days.
- The Chairman issues a final decision within five working days of receiving the appeal recommendations.
- If overturned, the VE is reinstated, with the understanding that future violations will result in permanent removal without further appeal.

14 Post-Session Applicant Interaction

The LFARS VE Program prioritizes follow-up support to applicants, reinforcing our commitment to amateur radio education and community.

14.1 Congratulatory Communication

After each exam session, applicants receive a personalized email including:

- Congratulations on passing their examination.
- Encouragement to continue their studies and participate in amateur radio activities.
- Contact information for ongoing support.

14.2 License Delivery

The FCC's ULS automatically sends a PDF copy of the new license to the applicant, typically around 2:30 AM Eastern Time the day after grant. Applicants should check "Junk" or "Spam" folders if not received.

14.3 Continuing Assistance

LFARS VE Program staff make themselves available to answer questions, guide study plans, and provide mentorship for all applicants, particularly emphasizing service to Alaskan communities.

15 FCC Licensing Fees and Process

15.1 Introduction to Fees

As of April 19, 2022 (FCC Public Notice DA 22-307), the following licensing fees apply:

- \$35 fee for new individual licenses, club station licenses, vanity call signs, or renewals.
- No fee for changes of name, address, telephone, email, upgrades, or systematic callsign assignments.

15.2 Payment Process

Applicants have ten (10) days to pay the \$35 fee online via the FCC CORES system. LFARS VE Program staff submit exam session data in batch to the FCC, after which the applicant receives an automated email with payment instructions.

15.3 FCC CORES Registration

Applicants must have a CORES account to pay fees or manage licensing:

- Create an account: <https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>
- Log in and associate a current or new FRN: <https://apps.fcc.gov/cores/userLogin.do>
- Tutorials: <https://www.fcc.gov/licensing-databases/fcc-registration-system-cores/commission-registration-system-video-tutorials>

15.4 Non-Payment of Fees

If an applicant does not pay the \$35 fee:

- The FCC will dismiss the application.
- Applicants must contact a VEC to resubmit their data; LFARS requires presentation of the original CSCE and valid photo ID at a scheduled exam session.
- Applications will be reviewed by a VE team of at least three members before resubmission.
- Any rejected applications will be referred to the LFARS VE Program Chairman within 72 hours for review.

LFARS VE Program strives to make the licensing process accessible, transparent, and supportive for all applicants, while emphasizing our commitment to Alaskan residents and underserved areas.

15.5 FCC Fee and the “Felony” Question

Applicants who answer “Yes” to the Basic Qualification Question (commonly known as the “Felony Question”) must adhere to the FCC’s established procedures before their application can be processed:

- Applicants are required to submit all relevant documentation regarding their conviction as part of the licensing process.

- The \$35 FCC licensing fee must be paid in full through the FCC’s CORES system before the application is considered. LFARS VE Program teams and Volunteer Examiner Clubs do **not** collect or process this fee on behalf of applicants.
- If the FCC ultimately denies the license due to the conviction, the \$35 fee will only be refunded if the denial is based on the felony disqualification. No other circumstances allow for a refund.
- All communication regarding the fee or any appeal must be conducted directly with the FCC. VE teams serve solely to administer the examination and do not intervene in the fee payment or legal review process.

This policy ensures full compliance with FCC regulations, maintains the integrity of the VE Program, and clarifies the applicant’s responsibilities regarding licensing eligibility and associated fees.

16 Closing Thoughts and Commitment to Excellence

The Last Frontier Amateur Radio Society Volunteer Examiner (LFARS VE) Program exists to serve, educate, and empower the amateur radio community throughout Alaska and beyond. Every policy, procedure, and guideline presented in this handbook is intended to preserve the integrity of the licensing process, protect the rights and responsibilities of applicants, and uphold the trust placed in Volunteer Examiners by the Federal Communications Commission.

As VEs, we are stewards of both a technical and a human process. Our role is more than administering exams—it is about fostering confidence, curiosity, and lifelong learning. Each interaction with an applicant is an opportunity to model the values of honesty, respect, and professionalism that define amateur radio. Whether welcoming a first-time applicant, guiding a returning licensee through relicensing, or assisting a minor in their first encounter with the hobby, our focus must remain on fairness, clarity, and empathy.

The LFARS VE Program is committed to inclusivity. We encourage applicants from all backgrounds, including those who are differently-abled, serving overseas, or seeking to rejoin the amateur radio service after a lapse. Our policies are designed not

to exclude, but to ensure that every applicant is properly identified, verified, and supported in a way that respects both FCC regulations and the integrity of the VE process.

Conduct, both during and after exams, is a reflection of our community. We hold ourselves to the highest standard because each decision, each interaction, shapes the reputation of amateur radio in Alaska and beyond. Every VE is entrusted with a responsibility that extends far beyond the examination room—our actions convey the values of the entire LFARS community to every applicant who joins us.

Finally, amateur radio is not merely a hobby or a credential; it is a lifelong journey of exploration, service, and connection. Whether an applicant leaves the exam room with a first license, an upgrade, or a renewed call sign, our mission is to ensure they depart inspired, informed, and confident. Let this handbook serve as both a guide and a reminder: the integrity of the LFARS VE Program rests in our commitment to excellence, the care we show to each applicant, and the enduring spirit of the amateur radio community.

Thank you for dedicating your time, expertise, and integrity to this vital service. Together, we strengthen the bonds of the amateur radio family and ensure that the legacy of responsible, ethical, and inclusive licensing continues for generations to come.

17 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>

18 Glossary of Terms and References

Amateur Radio Service (ARS) The FCC-regulated radio service for non-commercial personal, educational, and emergency communications, including all license classes such as Technician, General, and Amateur Extra.

ARRL VEC The American Radio Relay League Volunteer Examiner Coordinator; an organization accredited by the FCC to coordinate amateur radio license examinations.

CSCE Certificate of Successful Completion of Examination; a document issued to an applicant who passes one or more elements of an amateur radio license exam, valid for 365 days for credit purposes (§97.505(b)).

CORES FCC Commission Registration System; used by applicants to register a Federal Registration Number (FRN), pay fees, and manage licensing (<https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>).

FCC Federal Communications Commission; the U.S. government agency regulating interstate and international communications by radio, television, wire, satellite, and cable.

FCC Form 605 Official FCC form used to apply for new amateur radio licenses, renewals, upgrades, and re-licensing applications.

Element Credit Recognition of previously passed exam elements (2, 3, 4) toward new or upgraded license classes, per FCC Rule §97.505.

FRN FCC Registration Number; a unique identifier assigned to individuals and entities in the FCC CORES system.

LFARS Last Frontier Amateur Radio Society, Inc.; sponsor of the LFARS VE Program.

LFARS VE Program Volunteer Examiner Program operated by LFARS to administer amateur radio license exams, both in-person and remote, in accordance with FCC regulations.

Lead VE Volunteer Examiner assigned as the primary point of contact between the VE team and the Chairman, responsible for supervising exam setup, delegating authority, and ensuring compliance with procedures.

Remote Exam Session A testing session conducted via video conferencing platforms (e.g., Zoom), allowing applicants to take examinations without being physically present at a traditional exam site.

Session Manager VE responsible for overseeing a specific exam session, including applicant coordination, VE assignment, and adherence to LFARS VE Program procedures.

Certifying VE VE responsible for observing applicants during the examination, ensuring proper conduct, and certifying the results.

Examinee Setup and Support VE(s) responsible for preparing examinees, managing technical setup, and assisting with remote or in-person exam logistics.

VE Volunteer Examiner; a licensed amateur radio operator authorized by the FCC and an accredited VEC to administer amateur radio exams.

VE Program Chairman LFARS-appointed individual responsible for overall oversight, compliance, and administration of the VE Program.

Inactive Status A temporary status allowing a VE to pause participation in testing sessions while maintaining eligibility, subject to program requirements for reactivation.

FCC Licensing Fee The standard \$35 fee for new, renewal, or vanity amateur radio licenses, as of April 19, 2022 (DA 22-307), collected via the FCC CORES system.

Felony Question The Basic Qualification Question on FCC license applications asking whether the applicant has a disqualifying felony; requires documentation and may impact licensing eligibility (§97.509(b)(2)).

Applicants Under 18 Minors who must submit a completed Parental Consent Form and provide verification of identity via at least two approved documents.

Applicants with Disabilities Individuals requesting special accommodations for exam access under 47 CFR §97.509(k); must provide documentation from qualified professionals.

ULS FCC Universal Licensing System; online database providing license information and grant notices (<http://wireless.fcc.gov/uls/index.htm>).

Parental Consent Form Required for all applicants under 18 to confirm guardian approval and presence during exam setup (https://wirelessexamgen.com/parental_consent.pdf).

Wireless Exam Gen Online platform used by LFARS VE Program to schedule, administer, and record exam sessions (<https://wirelessexamgen.com/schedule.php>).

HamStudy Online platform providing exam session listings, study resources, and practice exams (<https://hamstudy.org/sessions/ALASKA/all>).

Discord Communication platform used by LFARS VE Program for real-time VE coordination during remote exam sessions (<https://discord.com/download>).

Disciplinary Committee LFARS VE Program body responsible for reviewing allegations of VE misconduct, determining violations, and recommending corrective actions.

Probationary Testing Sessions Initial exam sessions new VEs must participate in to become fully certified and familiar with procedures.

Integrity Adherence to honesty, ethical conduct, and compliance with all FCC rules, VEC procedures, and LFARS VE Program guidelines (§97.509(e)).

Core Values Principles guiding the LFARS VE Program, emphasizing professionalism, integrity, inclusivity, and service to the amateur radio community.

Section References Cited sections in the VE Handbook corresponding to rules, procedures, and organizational standards (e.g., Section 12, Section 13).