



# Do You Know?

24 Nov 2017

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Do you know that a workflow is the rational organization of work that can contribute to increased efficiency, improved production, and higher quality?

1. A well-organized and efficient workflow is the key to a successful endeavor.

1.1. A workflow is a series of steps performed in a logical and sequential manner over time that are necessary to complete a task.

1.1. A workflow describes the flow of tasks and activities to be completed, reduces the time to complete the tasks and can reduce potential errors.

1.3. A workflow makes processes more efficient, compliant, and agile by ensuring that every step is explicitly defined, monitored over time, and optimized for maximum efficiency and productivity.

1.4. Each step in a workflow has a specific step before it and a specific step after it, with the exception of the first and last step.

1.5. Each step in a workflow is a task that must be completed to a certain standard before it can move to the next step.

1.6. Each step in a workflow may have one or more sub-tasks that must be completed in compliance of a regulation or policy to a specific standard before moving to the next step.

1.7. Each sub-task within a specific step of the workflow may be accomplished in any order within the step but they must be accomplished. The use of SessionManager during the exam session may alter the sequence of sub-tasks.

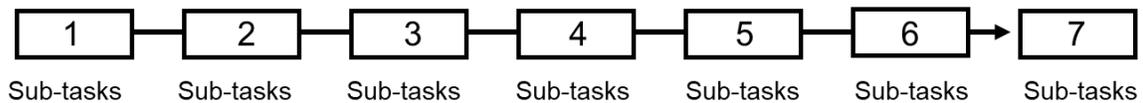
2. Regardless of the VEC who is coordinating the exam session, the process of conducting an amateur radio license exam session is the same with the only differences being insignificant nuances.

2.1. Every amateur radio license exam session consists of multiple steps, phases, or tasks. Each of which has one or more accompanying sub-tasks that must be performed by the Volunteer Examiners in accordance with the FCC's rules and VEC instructions.

2.1. A workflow for an exam session is normally a linear concept that includes the following steps, phases, or tasks:

- 2.1.1. Registration
- 2.1.2. Exam administration
- 2.1.3. Grading
- 2.1.4. Notification
- 2.1.5. Paperwork preparation
- 2.1.6. Paperwork signing
- 2.1.7. Certificate presentation

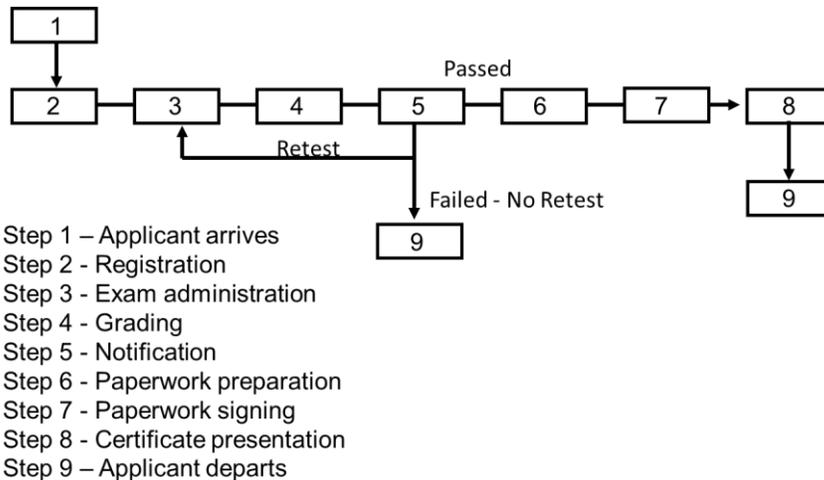
3. The typical linear workflow of an amateur radio license exam session looks like this:



- Step 1 - Registration
- Step 2 - Exam administration
- Step 3 - Grading
- Step 4 - Notification
- Step 5 - Paperwork preparation
- Step 6 - Paperwork signing
- Step 7 - Certificate presentation

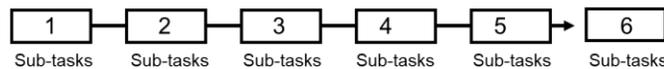
- 3.1. Each step, phase, or task within the workflow is completed in a specific order.
- 3.2. Each step, phase, or task has one or more sub-tasks.
- 3.3. The number of sub-tasks will vary according to the step or primary task.
- 3.4. The sub-tasks are based on FCC rules or Laurel VEC policies.

4. Workflows can vary according to the mission and needs of the team and they can include “branches”, “conditions” and “loops” as shown below.



An example of a modified workflow that might appear in the same exam session that would normally use the workflow shown above is shown below:

**Paperwork Upgrade Workflow**



- Step 1 – Applicant arrives
- Step 2 - Registration
- Step 3 - Paperwork preparation
- Step 4 - Paperwork signing
- Step 5 - Certificate presentation
- Step 6 – Applicant departs

5. Sub-tasks are the heart and soul of each step in the workflow.

5.1. Sub-tasks are derived from the FCC rules and/or Laurel VEC policies.

5.2. Sub-tasks refer to a set of required tasks within a phase or step of a broader task.

5.3. Sub-tasks define and describe an amount of work required to ensure success of the sub-task and to accomplish its goals and objectives.

5.4. Sub-tasks are performed in order to ensure task compliance with applicable regulations and policies.

5.5. Sub-tasks can be measured in terms of items completed, accuracy of items, degree of completeness.

**NOTE:** The use of the SessionManager application during your exam session may result in some sub-tasks being accomplished in a different sequence.

Sub-task Example. The following represents the possible sub-tasks associated with the Registration step, phase, or task:

**Registration Sub-task 1.** Provide each applicant a LARC-VEC Form 605 or an Applicant Registration Form and any other forms the team uses (e.g., a Checklist) and written or oral instructions for completing the forms.

**Registration Sub-task 2.** Confirm the applicant's identity. No one may take an amateur exam for another person. Therefore, the Laurel VEC requires that the VE team confirm each applicant's identification to ensure that the person desiring to take an exam is in fact that person, before allowing the candidate to sit for an exam. An applicant's identification documents must be immediately returned to the applicant after inspection and verification.

- Government issued photo ID (e.g., Driver's license, passport, military ID, etc.)
- When no photo ID is available, they may present any of the following items:
  - Birth certificate with appropriate raised seal.
  - Minor's work permit or school report card.
  - Utility bill, bank statement or other business correspondence that specifically names the person.
  - Postmarked envelope addressed to the person at his or her current mailing address as it appears on the LARC-VEC Form 605 or Applicant Registration Form.
  - Check with your Regional Coordinator for guidance when dealing with minors who have no photo ID.

**Registration Sub-task 3.** Enter the applicant's name in the Registration Log and other applicable information.

**Registration Sub-task 4.** Assign a "control number" or "Folder number" to each applicant's paperwork based on their line number in the Registration Log so that each applicant's paperwork is identifiable.

- Facilitates control of the paperwork and prevents loss.
- Applicants enter their "control number" on their answer sheets.
- SessionManager applies a "control" number on certain forms.
  - LARC VEC Form 605 and CSCE

**Registration Sub-task 5.** Inspect each applicant's documentation for completion, accuracy, and validity. The original documentation is to be returned immediately to the applicant after inspection. The VEs will retain photocopies of element credit and include them with the rest of the applicant's documentation.

- Documents in general.
  - Ensure they are accurate and unaltered.
    - If any documentation appears to have been altered or forged, promptly notify the VE Team Leader.

- Compare signatures on documents (e.g., Driver's license, Amateur radio license, CSCE, etc.)
  - Compare addresses for commonality. Clarify any differences.
- License - Confirm the applicant's license status (class, address, FRN, and expiration date) via one of the following:
    - FCC ULS data base
    - SessionManager software application with the most current version of the FCC ULS loaded.
      - The amateur license data base is available for downloading on Sundays after 8am Eastern Time.
      - Original, Official Copy, Reference Copy of the applicant's license
- Element credit. Teams must retain copies for each applicant successfully modifying a license. Acceptable forms of element credit.
    - Certificates of Successful Completion of Examination (CSCE) for the exam elements indicated that are not older than 365 days from date issued.
    - Expired Technician class license granted prior to 21 March 1987 for exam element 3.
    - Expired (Beyond the grace period) General class license for exam element 3.
    - Expired (Beyond the grace period) Advanced class license for exam element 3.
    - Expired (Beyond the grace period) Amateur Extra class license for exam elements 3 and 4.
    - A cover and page from a Call Book that indicates the date of the book, the name of the licensee, and class of license previously held.
    - A letter from the FCC that confirms credit for the element indicated.
- LARC-VEC Form 605 or Applicant Registration Form.
    - A licensed applicant must provide his/her FRN in lieu of his/her SSN.
    - The felony question must be answered if the applicant is seeking a new license or modifying and existing license.
    - The LARC-VEC Form 605 must be signed if an Applicant Registration Form is not used.
    - The LARC-VEC Form 605 must be legibly completed in ink. If any portion of the applicant's information is illegible, ask the applicant to re-print the information.
- Other forms or documents
    - A Checklist.
    - Physician's Certification.
      - This is very rare and possibly no longer a viable consideration.
      - It is the policy of the Laurel VEC that an applicant with a disability that would require special procedures be used to administer an exam element, must present a physician's certification that documents the disability.
    - A Physician's Certification is not required for an applicant who is visually impaired.

- A copy of the Physician's Certification must be retained with each successful applicant's documentation.

As you can see, some of the sub-tasks can be very detailed. And while they might appear to be daunting, with practice you and your VEs will be able to complete them without giving them a great deal of thought.

Having said that, it's been my experience that most "administrative errors" occur during the Registration and Certification/Paperwork signing phases, steps, or tasks. The use of a checklist is a good tool to help eliminate the "administrative errors". Will a checklist prevent all "administrative errors"? No. Once my team started using a checklist we caught all "administrative errors" and corrected them before the applicant departed the exam session.

**Now you know.**