



U.S. Department of Transportation
Federal Motor Carrier Safety Administration



INSTRUCTOR DEVELOPMENT PROGRAM MANUAL


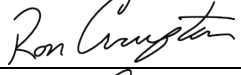
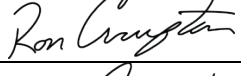
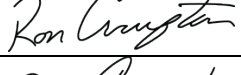



**Federal Motor Carrier Safety Administration
National Training Center**

Version 2.0

May 2020

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BACKGROUND

The fundamental goal of the Federal Motor Carrier Safety Administration (FMCSA) is to *reduce crashes, injuries, and fatalities involving large trucks and buses*. The National Training Center (NTC) serves as the national focal point for development and delivery of motor carrier safety training to enhance the capabilities of participating Federal, State, and local government officials. The mission of the NTC is to provide high quality motor carrier safety and law enforcement training to its customers to assist us in achieving our goal. Presenters, Instructors, and Master Instructors are key personnel for ensuring NTC courses are delivered accurately and effectively. The NTC Instructor Development Program (hereafter referred to as the “*Instructor Development Program*”) is designed to ensure that individuals serving in these roles can do so effectively and consistently.

APPLICABILITY

Application and participation in the Instructor Development Program is open to individuals currently employed by FMCSA or a participating state program. Certified individuals leaving employment with FMCSA or a participating state program will be decertified effective the date of their employment separation.

Current FMCSA and participating State program employees certified under the previous NTC Instructor Development Program will be *grandfathered* into the new program detailed herein. Specifically, all eligible Instructors and Master Instructors registered with the NTC prior to July 1, 2015, will be granted certification at the most appropriate level under the new program. *Grandfathered* certifications will become effective the 2015 calendar year and individuals will be subject to certification maintenance requirements thereafter. *(The initial two-year certification period will conclude December 31, 2017.)*

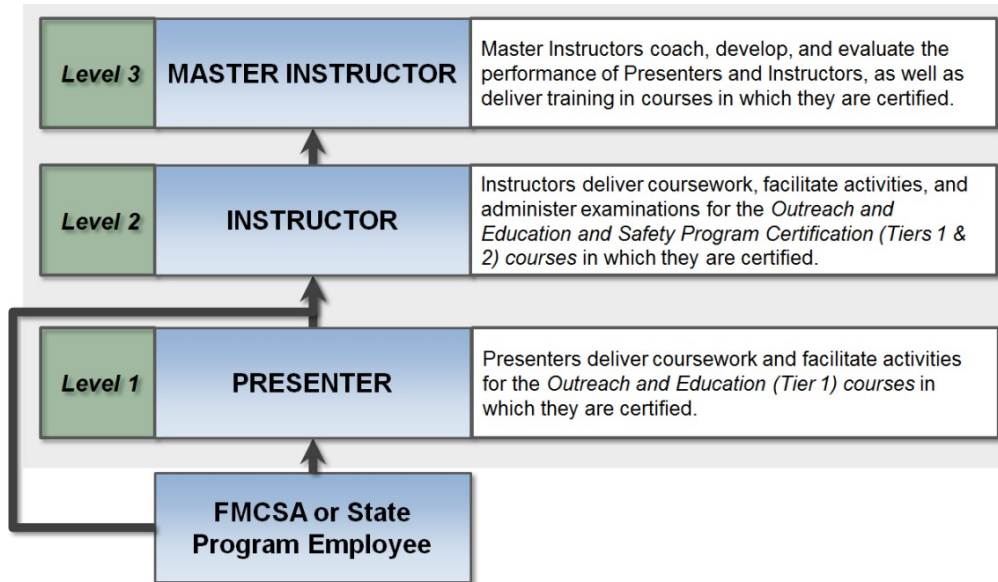
Current FMCSA and participating State program employees who were not previously certified by or registered with the NTC prior to July 1, 2015, are required to apply and meet all certification qualification and maintenance requirements of the new program.

COURSEWORK TIERS

NTC courses have been categorized into three tiers for the purposes of the Instructor Development Program based on the extent to which they support NTC goals. The categories include *Outreach and Education* (Tier 1), *Safety Program Certification* (Tier 2), and *Instructor Development* (Tier 3). The tiers provide a structured way of identifying the courses each certification level is eligible to deliver. For reference, a list of the NTC courses in each tier is outlined in [Appendix A](#) and will be updated as courses are added, revised, and removed.

PROGRAM FRAMEWORK

The Instructor Development Program provides a framework for how individuals may contribute to the delivery of NTC coursework. Policies, procedures, and criteria have been established for three levels of certification within the program. These levels include Presenter, Instructor, and Master Instructor. The levels and paths of certification are illustrated in Figure 1 below while more detailed descriptions of each level are included on the pages that follow.



PRESENTER

Figure 1. NTC Instructor Certification Levels

Presenters deliver coursework and facilitate activities for the *Outreach and Education (Tier 1)* courses in which they are certified. They are **not permitted** to administer coursework that includes written examinations or assessment exercises (*Tiers 2 and 3*). The responsibilities of a Presenter include the following critical tasks:

- Coordinating with stakeholders to ensure the classroom and equipment are adequate for course administration
- Preparing instructor and student materials for course administration
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content delivery and activity time effectively throughout course administration
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure documentation and training materials are returned to the NTC
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

In support of the critical tasks illustrated above, Presenters are required to possess the following knowledge, skills, and competencies:

- Knowledge of specific NTC course content and/or relevant topic area(s)

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- Knowledge of inspection/investigation processes relevant to course content or topic area(s)
- Knowledge of NTC requirements to prepare for NTC course administration
- Knowledge of NTC requirements to deliver NTC coursework
- Knowledge of NTC requirements to return documentation and training materials
- Knowledge of professional standards at the NTC
- Knowledge of time management techniques and strategies
- Knowledge of delivery techniques and strategies that support an effective learning environment
- Knowledge of communication techniques and strategies that enhance student learning experiences
- Skill in managing the delivery of course content and administration of course activities
- Skill in creating and maintaining an effective learning environment
- Skill in communicating with students in a way that enhances their learning experience
- Skill in interacting with students and other course stakeholders in a professional way

COMPETENCIES:

- **Organization and Preparation**—Organizes and prepares classroom and materials for NTC course administration
- **Content Delivery**—Delivers course content/activities per NTC Instructor Guide and NTC rules, guidelines, and procedures, organizes and manages time effectively throughout course administration
- **Student Engagement**—Interacts with students in a way that enhances their learning experience during a training
- **Instructor Communication**—Interacts and communicates effectively with students throughout course administration, expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

PROCEDURES FOR CERTIFICATION & MAINTENANCE

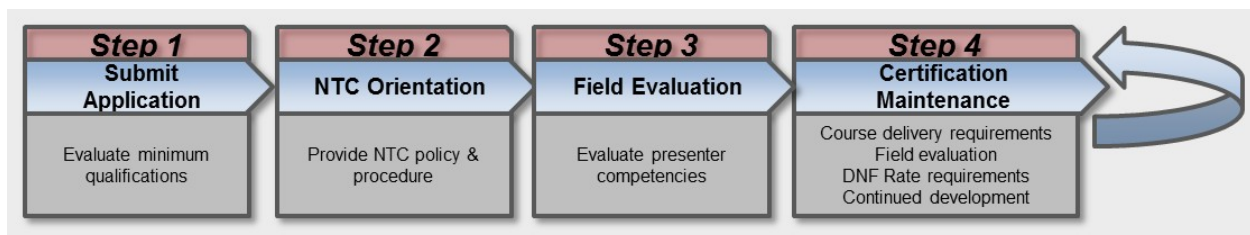


Figure 2. NTC Presenter Certification and Certification Maintenance Process

STEP #1: Submitting an Application for Approval

Presenter applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to NTC for review. Pending final approval, the NTC will notify candidates that they are permitted to complete an orientation.

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STEP #2: Completing the NTC Instructor Orientation Training

Presenter candidates will have up to 30 days following notification by the NTC to complete the web-based *NTC Instructor Orientation*. The orientation will include information about the NTC's policies and procedures for delivering coursework, as well as the metrics used during a field evaluation. Once candidates have successfully completed the orientation, they may coordinate with the NTC to schedule a field evaluation. With the permission of State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe a training course in which certification is sought prior to completing the field evaluation.

STEP #3: Passing the Field Evaluation

Presenter candidates must coordinate with their State POCs/Federal supervisors and NTC in submitting a completed [Field Evaluation Request Form](#). **Field evaluations must be approved by and coordinated with the NTC to be used for certification purposes.** If possible, the evaluation will be completed at the next available training in which certification is sought. During course administration, a Master Instructor will observe and evaluate the candidate against the [Field Evaluation Worksheets](#) to identify if he/she meets the minimally acceptable performance requirements. ***Presenters are required to meet or exceed a total score of 68 points on the evaluation worksheets to pass the field evaluation.*** Following successful completion of a field evaluation and final NTC approval, certified individuals will be permitted to volunteer as Presenters for the NTC course(s) in which they are certified.

STEP #4: Meeting Certification Maintenance Requirements

Presenter certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. The Presenter certification maintenance requirements include the following:

Each Calendar Year

- Participating in ALL mandatory Presenter trainings, including webinar and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%
- Receiving a passing score on the most recent field evaluation

An overview of Presenter role requirements can be found in [Appendix B](#), while the process for certification and evaluation matrix can be found in [Appendix C](#). More details on [documentable negative feedback](#) can be found in the [Maintenance Requirements](#) section of this document. Presenter certifications may be suspended at any time as deemed appropriate and approved by the NTC Director. Additional information on [certification expiration and suspension](#) can be found in the [Certification Validity](#) section of this document.

INSTRUCTOR

Instructors deliver coursework, facilitate activities, and administer examinations for the *Outreach and Education and Safety Program Certification (Tiers 1 and 2)* courses in which they are certified. They oversee the classroom environment and coordinate information and documentation with course stakeholders (i.e., State POCs, NTC staff, and students). Instructors may serve as lead instructors and subject matter experts (SMEs) for course / exam development initiatives. Critical tasks for an Instructor include the following:

- Coordinating with stakeholders to ensure the classroom and equipment are adequate for a training
- Preparing instructor and student materials for a training
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content and activity time effectively throughout a training
- Administering written exams and assessment exercises per NTC guidelines and procedures (if applicable)
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure documentation and administrative materials are returned to the NTC
- Coordinating with stakeholders to participate in course/exam development initiatives
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

In support of the critical tasks illustrated above, Instructors are required to possess the following knowledge, skills, and competencies:

- Knowledge of relevant NTC course content and/or topic area(s)
- Knowledge of inspection/investigation processes relevant to course content or topic area(s)
- Knowledge of NTC requirements to prepare for NTC course administration
- Knowledge of NTC requirements to deliver NTC coursework
- Knowledge of NTC requirements to administer NTC exams and assessment exercises
- Knowledge of NTC requirements to return documentation and training materials
- Knowledge of professional standards at the NTC
- Knowledge of time management techniques and strategies
- Knowledge of delivery techniques and strategies that support an effective learning environment
- Knowledge of communication techniques and strategies that enhance the learning experience for students
- Skill in managing the delivery of course content and administration of course activities
- Skill in creating and maintaining an effective learning environment
- Skill in communicating with students in a way that enhances their learning experience
- Skill in interacting with students and other course stakeholders in a professional manner

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COMPETENCIES:

- **Organization and Preparation**—Organizes and prepares the classroom and materials for NTC course administration
- **Content Delivery**—Delivers course content and activities per the NTC Instructor Guide, organizes and manages time effectively throughout a training, delivers written exams and assessment exercises per NTC rules, guidelines, and procedures
- **Student Engagement**—Interacts with students in a way that enhances their learning experience during a training
- **Instructor Communication**—Interacts and communicates effectively with students throughout a training, expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

PROCEDURES FOR CERTIFICATION & MAINTENANCE

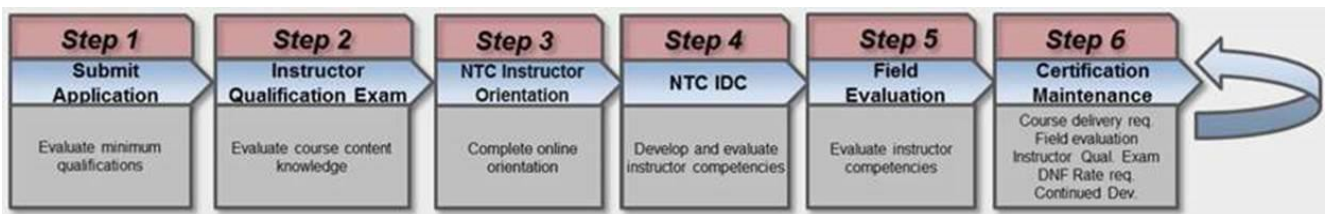


Figure 3. NTC Instructor Certification and Certification Maintenance Process

STEP #1: Submitting an Application for Approval

Instructor applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Pending final approval, the NTC will notify candidates that they are permitted to request a qualification exam.

STEP #2: Passing Instructor Qualification Examination(s)

Instructor candidates are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Examination Request Form](#) to schedule an Instructor Qualification Examination(s) for the course(s) in which certification is sought. Candidates are required to complete their initial Qualification Examination(s) within 90 days of NTC application approval. More information on [Instructor Qualification Examinations](#) can be found in the *Evaluation and Program Requirements* section of this document. Once candidates have met the examination requirements, they are eligible to complete the Instructor Development Course (IDC).

STEP #3: Completing the NTC Instructor Orientation

Instructor Candidates must coordinate with their immediate supervisor and with NTC staff to complete the web-based NTC Instructor Orientation training.

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STEP #4: Completing the NTC Instructor Development Course (IDC)

Instructor candidates are required to coordinate with their State POCs/Federal supervisors and the NTC to schedule their participation in the next available NTC IDC training.

STEP #5: Passing the Field Evaluation

Instructor candidates must coordinate with their State POCs/Federal supervisors and the NTC in submitting a completed [Field Evaluation Request Form](#). If possible, the evaluation will be completed at the next training in which certification is sought. **Field evaluations must be approved by and coordinated with the NTC to be used for certification purposes.** During a training, a Master Instructor will observe and evaluate the candidate against the [Field Evaluation Worksheets](#) to identify if he/she meets the minimally acceptable performance requirements. ***Instructors are required to meet or exceed a total score of 75 points on the evaluation worksheets to pass the field evaluation.*** Following successful completion of a field evaluation and final NTC approval, certified individuals will be permitted to volunteer as Instructors for the NTC course(s) in which they are certified.

STEP #6: Meeting Certification Maintenance Requirements

Instructor certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. Instructor certification maintenance requirements include the following:

Each Calendar Year

- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%
- Receiving a passing score on the most recent field evaluation
- Successfully completing an Instructor Qualification Exam for each NTC course in which certification is sought

An overview of Instructor role requirements can be found in [Appendix B](#) while the process for certification and evaluation matrix can be found in [Appendix C](#). More detail on [documentable negative feedback](#) can be found in the [Maintenance Requirements](#) section of this document. Instructor certifications may be suspended at any time as deemed appropriate and approved by the NTC Director. Additional information on [certification expiration and suspension](#) can be found in the [Certification Validity](#) section of this document.

MASTER INSTRUCTOR

Master Instructors coach, develop, and evaluate the performance of Presenters and Instructors. They coordinate information and documentation with course stakeholders (i.e. State POCs, NTC

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staff, and students) and may serve as subject matter experts (SMEs) for course and exam development initiatives. Master Instructors may also deliver coursework, facilitate activities, and administer examinations and assessment exercises for *Outreach and Education* courses, *Safety Program Certification* courses, and *Instructor Development (Tiers 1, 2, and 3)* courses in which they are certified. Critical tasks for a Master Instructor include the following:

- Coordinating with stakeholders to schedule Presenter/Instructor field evaluations
- Coordinating with stakeholders to participate in course/exam development initiatives
- Documenting Presenter/Instructor performance during the administration of NTC coursework
- Evaluating Presenter/Instructor performance against the Field Evaluation Worksheets to determine final scores
- Providing performance feedback and guidance to Presenters/Instructors
- Coordinating with stakeholders to ensure field evaluation documentation is returned to the NTC
- Identifying areas of development for coursework and administrative policies, procedures, and guidance
- Coordinating with stakeholders to ensure the classroom and equipment are adequate for course administration
- Preparing Instructor and student materials for course administration
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content and activity time effectively throughout a training
- Administering written exams and assessment exercises per NTC guidelines and procedures (if applicable)
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure administrative materials and documentation are returned to the NTC
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

In support of the critical tasks illustrated above, Master Instructors are required to possess the following knowledge, skills, and competencies:

- Knowledge of relevant NTC course content and/or topic area(s)
- Knowledge of inspection and investigation processes relevant to course content or topic area(s)
- Knowledge of NTC requirements to prepare for NTC course administration
- Knowledge of NTC requirements to deliver NTC coursework
- Knowledge of NTC requirements to administer NTC exams and assessment exercises
- Knowledge of NTC requirements to return documentation and administrative materials
- Knowledge of professional standards at the NTC
- Knowledge of time management techniques and strategies

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- Knowledge of delivery techniques and strategies that support an effective learning environment
- Knowledge of communication techniques and strategies that enhance the learning experience
- Skill in managing the delivery of course content and administration of course activities
- Skill in creating and maintaining an effective learning environment
- Skill in communicating with students in a way that enhances their learning experience
- Skill in interacting with students and other course stakeholders in a professional way
- Knowledge of NTC requirements to evaluate Presenter and Instructor performance
- Knowledge of techniques and strategies to provide performance feedback
- Knowledge of techniques and strategies to coach and improve performance
- Skill in providing performance feedback to Presenters and Instructors
- Skill in providing coaching and improving Presenter and Instructor performance

COMPETENCIES:

- **Performance Evaluation**—Documents and scores instructor performance accurately using the NTC Presenter or Field Evaluation Worksheet, administers evaluations per NTC rules, guidelines, and procedures
- **Feedback and Coaching**—Provides effective performance feedback and guidance to Presenters and Instructors

PROCEDURES FOR CERTIFICATION & MAINTENANCE

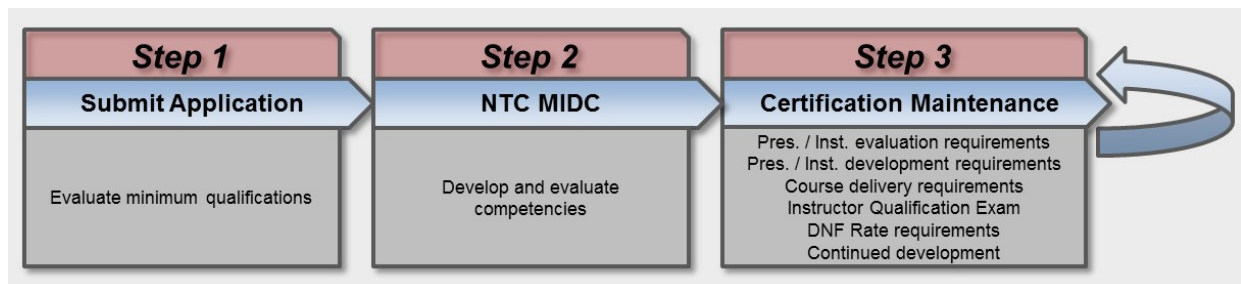


Figure 4. NTC Master Instructor Certification and Certification Maintenance Process

STEP #1: Submitting an Application for Approval

Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Pending final approval, candidates will be eligible to complete the Master Instructor Development Course (MIDC).

STEP #2: Completing the Master Instructor Development Course (MIDC)

Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors and the NTC to schedule their participation in the next available training of the NTC MIDC. During the Master Instructor training, the candidate will be evaluated to identify if he/she meets the minimally acceptable performance requirements. Once candidates have met the

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evaluation requirements of the course, they will be eligible to carry out the responsibilities and tasks of a Master Instructor.

STEP #3: Meeting Master Instructor Certification Maintenance Requirements

Master Instructor certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. The Master Instructor certification maintenance requirements include the following:

Each Calendar Year

- Completing a MINIMUM of six (6) field evaluations
- Delivering a MINIMUM of two (2) NTC trainings
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%

An overview of Master Instructor role requirements can be found in [Appendix B](#) while the process for certification and evaluation matrix can be found in [Appendix C](#). More detail on [documentable negative feedback](#) can be found in the [Maintenance Requirements](#) section of this document. Master Instructor certifications may be suspended at any time as deemed appropriate and approved by the NTC Director. Additional information on [certification expiration and suspension](#) can be found in the [Certification Validity](#) section of this document.

PROGRAM ADMINISTRATION

To be successful the Instructor Development Program requires the coordination and Instructor Development Program support of several stakeholders. NTC staff is responsible for IDC program administration/integrity while partnering State programs and individuals seeking certification are responsible for supporting and complying with program requirements. The components that support the administration of this training are detailed in the following sections: *Application and Review*, *Evaluation and Program Requirements*, *Maintenance Requirements*, and *Certification Validity*.

APPLICATION AND REVIEW

Individuals must submit an application and all supporting documentation before being considered for certification under NTC's Instructor Development Program. NTC staff will review received applications and supporting documents for completeness, evaluate them against the minimum qualifications, and provide status notifications to the applicant and partnering State program. Applicants that do not meet the minimum qualifications for the certification being sought will not move forward in the certification process. Applicants who meet the minimum qualification requirements and receive NTC approval are thereafter considered *candidates* of the IDC program. For reference, the minimum qualifications for each level of certification are identified in [Appendix B](#). The NTC uses the date of status change and the codes in the table below to denote and document the status of a candidate's application.

APPLICATION STATUS CODES	
CODE	DESCRIPTION
<i>RECEIVED</i>	The applicant's application has been received by the NTC and is being reviewed.
<i>INCOMPLETE</i>	The applicant's application is incomplete or missing supporting documentation.
<i>APPROVED</i>	The applicant's application has been approved for the next step.
<i>DENIED</i>	The information provided by the applicant does not meet the minimum qualification requirements for the course(s) or level of certification.

EVALUATION AND PROGRAM REQUIREMENTS

The requirements of the IDC program and its performance evaluations are based on industry best practices, as well as the knowledge, skills, and competencies supporting each certification role's critical tasks. The administration of program components supporting the evaluation of candidate and certification incumbent knowledge, skills, and competencies are detailed below.

INSTRUCTOR QUALIFICATION EXAMINATIONS

Instructors and Master Instructors are required to demonstrate a high level of proficiency on written examinations for the courses in which they are certified. Specifically, candidates must achieve **a MINIMUM score of 90.0% within 120 minutes** on the proctored written examination for each Tier 2 course in which certification is sought. Candidates who do not meet the minimum score or complete the written exam within the time allotted must submit a written request to the NTC Director for permission to retest. Candidate qualification exam retests permitted by the NTC Director **may be administered NO LATER THAN a period of six (6) months**

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following initial exam administration. Individuals who retest and do not meet the minimum score or complete the exam within the time allotted will be excluded from further consideration for certification in the respective course in which they applied for certification.

ADDITIONAL COURSE CERTIFICATIONS

Presenter, Instructor, and Master Instructor incumbents may seek additional certifications in courses for which they are eligible using an abridged process. As illustrated in the process below, incumbents must complete and submit an [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Pending final approval, incumbents are required to submit an [Examination Request Form](#) to schedule an instructor qualification examination in which certification is sought. If the course does not require a qualification examination (Tier 1 and Tier 3 courses), completing the second step will be unnecessary. However, once incumbents have met applicable examination requirements and received final NTC approval, they will be permitted to volunteer for course administrations of the additional NTC courses in which certification was received. To maintain certification, individuals are responsible for meeting the requirements described in Appendix B for [Presenter](#), [Instructor](#), or [Master Instructor](#) certification.

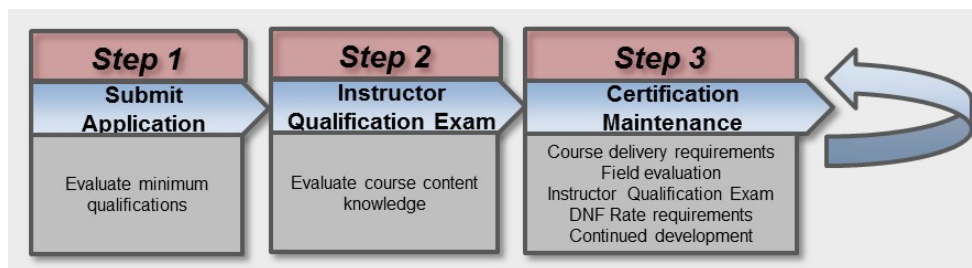


Figure 5. Process for Additional Tier 1 and Tier 2 Course Certification

Master Instructor incumbents are required to meet additional certification requirements to deliver the NTC IDC or MIDC (Tier 3 courses). Specifically, Master Instructors must successfully complete an NTC Train-the-Trainer (TTT) seminar/training for any Tier 3 course the incumbent wishes to facilitate. Master Instructors must coordinate with the NTC to request, schedule, and complete any TTT seminars required for certification in a Tier 3 course.

FIELD EVALUATION WORKSHEETS

NTC Field Evaluation Worksheets assist the NTC in identifying candidates who can meet the minimally acceptable performance levels of their role. Targeted competencies are based on the critical tasks of each role, and candidate performance is evaluated using 5-point behaviorally anchored rating scales (BARS). Evaluation worksheet cut scores are based on the minimally acceptable performance level ratings identified by the NTC and subject matter experts in adult learning. The *NTC Instructor Orientation*, applicable to Presenters/Instructors, and *NTC IDC*, applicable to Instructors, provide candidates with information about the competencies being evaluated on the Field Evaluation Worksheets. Although Presenters and Instructors are evaluated against the same set of worksheets, the passing score for each role is based on the minimally acceptable performance (MAP) level established by the NTC and instructional experts for the specific role. (Cut scores are role-specific.) Additionally, Presenters and Instructors evaluated while administering

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a course that does not include a written examination will receive full credit for the corresponding metric in the worksheets. For reference, the [Field Evaluation Worksheets](#) can be found in Appendix D.

Certification candidates are required to complete a field evaluation as part of the certification process for any tier course in which they seek certification. Only Master Instructors who have received NTC training (i.e. MIDC or the Field Evaluation Workshop) are permitted to administer candidate evaluations. Only candidates who have been NTC-approved for field evaluation may be evaluated by a Master Instructor. During a field evaluation, Master Instructors observe and evaluate candidates against the evaluation worksheets. The length of a field observation should include the entire length of the course being administered. Master Instructors are permitted to provide performance feedback to candidates during breaks but may not disrupt candidates or interject while the course is in session. The only acceptable justification for a Master Instructor to disrupt or interject is if he/she believes the candidate's actions are detrimental to the integrity of instruction (i.e. providing inaccurate information that could lead to a student safety hazard.) At the end of a field evaluation, the Master Instructor will summarize feedback/field evaluation results and promote any additional coaching and developmental feedback appropriate for improvement. Both the Master Instructor and Presenter / Instructor being evaluated must sign and date the evaluation worksheets when a field evaluation ends, affirming that the results and feedback were received and reviewed.

MAINTENANCE REQUIREMENTS

Once candidates have been certified under the program, they must meet the maintenance requirements for the role in which they are certified. There are specific requirements that must be met annually, in addition to other requirements that must also be met by the conclusion of the two-year period for which the certification(s) is valid. Participating in mandatory NTC training and development events, incumbents must meet minimum course administration requirements, to include a qualification examination, field evaluation, and documentable negative feedback rate.

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MINIMUM COURSE ADMINISTRATION

Instructors and Master Instructors are required to deliver a minimum number of NTC course administrations ***each calendar year*** in support of their competencies to maintain their current NTC course certification(s). Specifically, incumbents must deliver a **MINIMUM of two (2) NTC course administrations** each calendar year. The NTC may make exceptions based on the number of available trainings for a specific course in a given year. Presenters are exempt from the minimum course administration requirements.

i.e. An Instructor certified in NAS A, NAS B, and PCVI is required to complete a MINIMUM of two (2) training administrations for the calendar year. It does not matter which of the three courses he/she administers.

RECURRING QUALIFICATION EXAMINATIONS

In addition to passing qualification examinations for initial certification, Instructor and Master Instructor incumbents must pass qualification examinations for each course in which they are certified within each subsequent two-year certification period. A **minimum score of 90.0% must be achieved within 120 minutes** for each course qualification examination.

i.e. An Instructor is certified to deliver NAS A, NAS B, and PCVI courses starting in March of 2021. He/she must pass all three qualification examinations before December 31, 2023, to maintain his/her certification in that course. If he/she only completes and passes the qualification examinations for NAS A and NAS B during that time frame, then he/she may still be eligible for certification under the program. However, his/her authority to deliver PCVI will expire December 31, 2023, unless he/she passes the PCVI qualification examination by that date.

Incumbents who do not meet the minimum cut score or complete the qualification exam for a course within the time allotted will be indefinitely suspended from administering the respective course, effective from the date of exam failure.

RECURRING FIELD EVALUATIONS

In addition to passing the field evaluations for initial certification, Presenter and Instructor incumbents must complete subsequent field evaluations to maintain their certification. Only incumbents who have been NTC-approved for field evaluation may be evaluated. Additionally, incumbents are required to receive a passing score on their most recent field evaluation at the conclusion of each two-year certification period.

i.e. An Instructor is certified to deliver GHM and CTI courses in May of 2021. He/she successfully passes a field evaluation during a GHM training in January of 2022 but then fails the field evaluation for a CTI training in June of 2023. Unless the instructor passes an additional field evaluation by December 31, 2023, his/her Instructor certification will effectively expire and he/she will not be permitted to deliver NTC coursework until he/she passes a field evaluation.

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In support of program and resource efficiency, Master Instructors may evaluate more than one program incumbent during a single training. Master Instructors are required to keep separate notes and evaluation records, in addition to providing individual feedback to each incumbent being evaluated. For reference, the [Field Evaluation Worksheets](#) can be found in Appendix D.

DOCUMENTABLE NEGATIVE FEEDBACK (DNF)

Instances of documentable negative feedback (DNF) will be identified and tracked to ensure the quality of NTC coursework delivery. DNF counts are based on the overall number of trainings to which DNF applies, not the individual number of complaints during implementation of one NTC course. For example, if 5 complaints were received during a single, week-long training, it would be noted as 1 instance in the Instructor's file). The NTC will review negative feedback received from course stakeholders (i.e. co-instructors, students, or NTC staff) and notify incumbents if it will be documented in their file. The ***DNF rate*** represents the number of instances of negative feedback against the total number of trainings. (If 1 instance were recorded out of 4 total trainings facilitated over a two-year period, this would yield a DNF rate of 25%). Examples of negative feedback warranting documentation include when an incumbent:

- Inappropriately delivers NTC course content (i.e. ignores, modifies, or includes additional content that changes the scope and/or depth of course content)
- Ineffectively responds to student questions (i.e. provides inaccurate or contradictory responses amongst instructors)
- Fails to maintain an effective learning environment (i.e. gives students overly negative feedback, lectures to students without engaging them)
- Represents the NTC in a negative way (i.e. makes comments undermining the integrity of coursework)
- Fails to maintain NTC instructor and professional standards (i.e. uses derogatory, off-color, and/or offensive remarks during the course, is rude or abrasive to students/co-instructors)
- Fails to adhere to the NTC Exam Administration Guidelines and/or compromises score integrity
- Fails to return administrative materials per NTC procedures (i.e. does not return extra materials/exams, bubble response sheets, and/or the student summary report)

Incumbents must meet the following DNF rate requirements at the end of each certification period to maintain their certification:

- **33.3%** for Presenters
- **25.0%** for Instructors
- **20.0%** for Master Instructors

CERTIFICATION VALIDITY

Incumbent certifications are **valid for a period of two (2) calendar years** following the year in which they were granted. If incumbents are certified *before June 30*, they must meet annual certification maintenance requirements for that calendar year of certification. However, if

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incumbents are certified *after June 30*, they are not required to meet the annual certification maintenance requirements until the following calendar year.

i.e. An Instructor is certified to deliver NAS A courses in April of 2021 (before June 30 of that year). Therefore, the Instructor must meet his/her annual certification requirements for 2021. If all maintenance requirements are not met during his/her certification period, his/her certification will expire on December 31, 2023. If he/she meets the requirements during that period, his/her certification will be extended to December 31, 2025.

CERTIFICATION EXPIRATION AND SUSPENSION

If certification maintenance requirements are not met within the prescribed timeline, an incumbent's certification will **expire** at the end of the certification period. Once certification expires, the incumbent is no longer permitted to deliver NTC courses until all maintenance requirements have been met.

Pending NTC Director approval, incumbents may be **suspended** if their performance falls below minimally acceptable performance levels or they have violated NTC policies, procedures, and/or guidelines. A specific, *but not exhaustive*, list of examples of such behavior includes:

- Failing to meet the minimum score or complete a qualification exam within the time allotted
- Failing to meet the minimally acceptable performance requirements during a field evaluation
- Delivering NTC coursework in which the incumbent was not certified
- Administering evaluation worksheets without prior authorization
- Violating NTC professional standards (e.g., using derogatory, off-color, and/or offensive remarks during a training administration)

Suspensions can be at the certification level or course-specific. When suspended at the *certification level*, incumbents are not permitted to administer any NTC course. When suspended at the *course-specific* level, incumbents are not permitted to administer the course for which they have been suspended.

APPENDIX A – COURSEWORK TIERS

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NTC COURSEWORK TIERS		
<i>Presenters</i> are eligible for certification in Tier 1 coursework while <i>Instructors</i> are eligible for certification in both Tier 1 and Tier 2 coursework. <i>Master Instructors</i> are eligible for certification in all three tiers.		
TIER 3	INSTRUCTOR DEVELOPMENT	<ul style="list-style-type: none"> • Instructor Development Course (IDC) • Master Instructor Development Course (MIDC)
TIER 2	SAFETY PROGRAM CERTIFICATION	<ul style="list-style-type: none"> • Basic Investigative Techniques (BIT) • Cargo Tank Facility Review (CTFR) • Cargo Tank Inspection (CTI) • Commercial Motor Vehicle Criminal Interdiction (CMVCI) • Enforcement Procedures (EP) – Inspector • Enforcement Procedures (EP) – Investigator • General Hazardous Materials (GHM) • Commercial Enforcement and Consumer Protection (CECP) • Investigative Safety Analysis (ISA) • North American Standard - Part A (NAS A) • North American Standard - Part B (NAS B) • New Entrant Safety Audit (NESA) • Other Bulk Packaging (OBP) • Passenger Carrier Vehicle Inspection (PCVI) • Skill Performance Evaluation (SPE)
TIER 1	OUTREACH AND EDUCATION	<ul style="list-style-type: none"> • Advanced Drug & Alcohol (ADA) • Crash Basic Indicator (CBI) • Commercial Driver's License (CDL) • Commercial Motor Vehicle (CMV) • Comprehensive Safety Analysis (CSA) – Phase III • Electronic Mobile Mapping and Monitoring Technology (EMMT) • Enhanced Investigative Techniques (EIT) [Fed.] • Food Safety (FS) • Investigative Techniques (IT) [State] • Truck and Bus Traffic Enforcement (TBTE) • Unified Registration System (URS)

Current as of 02/10/2020

**APPENDIX B – INSTRUCTOR CERTIFICATION DESCRIPTIONS
AND REQUIREMENTS**

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PRESENTER

Presenters deliver courses and facilitate activities for the *Outreach and Education (Tier 1)* courses in which they are certified. They are **not permitted** to administer courses that include written examinations or assessment exercises (*Tiers 2 and 3*).

Critical Tasks

- Coordinating with stakeholders to ensure the classroom and equipment are adequate for course administration
- Preparing instructor and student materials for course administration
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content delivery and activity time effectively throughout course administration
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure documentation and training materials are returned to the NTC
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Knowledge & Skills

- ❑ *Knowledge of specific NTC course content and/or relevant topic area(s)*
- ❑ *Knowledge of inspection/investigation processes relevant to course content or topic area(s)*
- ❑ Knowledge of NTC requirements to prepare for NTC course administration
- ❑ Knowledge of NTC requirements to deliver NTC coursework
- ❑ Knowledge of NTC requirements to return documentation and training materials
- ❑ Knowledge of professional standards at the NTC
- ❑ Knowledge of time management techniques and strategies
- ❑ Knowledge of delivery techniques and strategies that support an effective learning environment
- ❑ Knowledge of communication techniques and strategies that enhance student learning experiences
- ❑ Skill in managing the delivery of course content and administration of course activities
- ❑ Skill in creating and maintaining an effective learning environment
- ❑ Skill in communicating with students in a way that enhances their learning experience
- ❑ Skill in interacting with students and other course stakeholders in a professional way

** Knowledge/skills in red italics are minimum qualification requirements.*

Competencies

- ❑ **Organization and Preparation**—Organizes and prepares classroom and materials for NTC course administration
- ❑ **Content Delivery**—Delivers course content/activities per NTC Instructor Guide and NTC rules, guidelines, and procedures, organizes and manages time effectively throughout course administration
- ❑ **Student Engagement**—Interacts with students in a way that enhances their learning experience during a training
- ❑ **Instructor Communication**—Interacts and communicates effectively with students throughout course administration, expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Minimum Qualifications

- Professional experience relevant to the course content or topic area(s) in which certification is sought (e.g., CVSA/FMCSA certification, completion of relevant inspections/investigations, etc.)

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PRESENTER (CONT.)

Certification Maintenance Requirements

Each Calendar Year

- ☐ Participating in ALL mandatory Presenter trainings, webinars, and development activities

Preceding Two Calendar Years

- ☐ Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%
- ☐ Receiving a passing score on the most recent field evaluation

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INSTRUCTOR

Instructors deliver coursework, facilitate activities, and administer examinations for the *Outreach and Education and Safety Program Certification (Tiers 1 and 2)* courses in which they are certified. They oversee the classroom environment and coordinate information and documentation with course stakeholders (i.e., State POCs, NTC staff, and students). Instructors may serve as lead instructors and subject matter experts (SMEs) for course / exam development initiatives.

Critical Tasks

- Coordinating with stakeholders to ensure the classroom and equipment are adequate for a training
- Preparing instructor and student materials for a training
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content and activity time effectively throughout a training
- Administering written exams and assessment exercises per NTC guidelines and procedures (if applicable)
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure documentation and administrative materials are returned to the NTC
- Coordinating with stakeholders to participate in course/exam development initiatives
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Knowledge & Skills

- ❑ *Knowledge of relevant NTC course content and/or topic area(s)*
- ❑ *Knowledge of inspection/investigation processes relevant to course content or topic area(s)*
- ❑ Knowledge of NTC requirements to prepare for NTC course administration
- ❑ Knowledge of NTC requirements to deliver NTC coursework
- ❑ Knowledge of NTC requirements to administer NTC exams and assessment exercises
- ❑ Knowledge of NTC requirements to return documentation and training materials
- ❑ Knowledge of professional standards at the NTC
- ❑ Knowledge of time management techniques and strategies
- ❑ Knowledge of delivery techniques and strategies that support an effective learning environment
- ❑ Knowledge of communication techniques and strategies that enhance the learning experience for students
- ❑ Skill in managing the delivery of course content and administration of course activities
- ❑ Skill in creating and maintaining an effective learning environment
- ❑ Skill in communicating with students in a way that enhances their learning experience
- ❑ Skill in interacting with students and other course stakeholders in a professional manner

** Knowledge/skills in red italics are minimum qualification requirements.*

Competencies

- ❑ **Organization and Preparation**—Organizes and prepares the classroom and materials for NTC course administration
- ❑ **Content Delivery**—Delivers course content and activities per the NTC Instructor Guide, organizes and manages time effectively throughout a training, delivers written exams and assessment exercises per NTC rules, guidelines, and procedures
- ❑ **Student Engagement**—Interacts with students in a way that enhances their learning experience during a training
- ❑ **Instructor Communication**—Interacts and communicates effectively with students throughout a training, expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

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INSTRUCTOR (CONT.)

Minimum Qualifications

- Successful completion of NTC course(s) in which certification is sought
- Two (2) years of professional experience relevant to the course content or topic area(s) in which certification is sought (e.g., CVSA/FMCSA certification, completion of relevant inspections/investigations, etc.)

Certification Maintenance Requirements

Each Calendar Year

- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%
- Receiving a passing score on the most recent field evaluation
- Successfully completing an Instructor Qualification Exam for each course in which certification is sought

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MASTER INSTRUCTOR

Master Instructors coach, develop, and evaluate the performance of Presenters and Instructors. They coordinate information and documentation with course stakeholders (i.e., State POCs, NTC staff, and students) and may serve as subject matter experts (SMEs) for course and exam development initiatives. Master Instructors may also deliver coursework, facilitate activities, and administer examinations and assessment exercises for *Outreach and Education* courses, *Safety Program Certification* courses, and *Instructor Development (Tiers 1, 2, and 3)* courses in which they are certified.

Critical Tasks

- Coordinating with stakeholders to schedule Presenter/Instructor field evaluations
- Coordinating with stakeholders to participate in course/exam development initiatives
- Documenting Presenter/Instructor performance during the administration of NTC coursework
- Evaluating Presenter/Instructor performance against the Field Evaluation Worksheets to determine final scores
- Providing performance feedback and guidance to Presenters/Instructors
- Coordinating with stakeholders to ensure field evaluation documentation is returned to the NTC
- Identifying areas of development for coursework and administrative policies, procedures, and guidance
- Coordinating with stakeholders to ensure the classroom and equipment are adequate for course administration
- Preparing instructor and student materials for course administration
- Delivering course content to students per NTC guidelines and procedures
- Facilitating course activities with students per NTC guidelines and procedures
- Managing content and activity time effectively throughout a training
- Administering written exams and assessment exercises per NTC guidelines and procedures (if applicable)
- Delivering course content to students in a way that supports an effective learning environment
- Communicating with students in a way that enhances their learning experience
- Coordinating with stakeholders to ensure administrative materials and documentation are returned to the NTC
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Knowledge & Skills

- ② *Knowledge of relevant NTC course content and/or topic area(s)*
- ② *Knowledge of inspection/investigation processes relevant to course content or topic area(s)*
- ② *Knowledge of NTC requirements to prepare for NTC course administration*
- ② *Knowledge of NTC requirements to deliver NTC coursework*
- ② *Knowledge of NTC requirements to administer NTC exams and assessment exercises*
- ② *Knowledge of NTC requirements to return documentation and administrative materials*
- ② *Knowledge of professional standards at the NTC*
- ② *Knowledge of time management techniques and strategies*
- ② *Knowledge of delivery techniques and strategies that support an effective learning environment*
- ② *Knowledge of communication techniques and strategies that enhance the learning experience*
- ② *Skill in managing the delivery of course content and administration of course activities*
- ② *Skill in creating and maintaining an effective learning environment*
- ② *Skill in communicating with students in a way that enhances their learning experience*
- ② *Skill in interacting with students and other course stakeholders in a professional way*
- ② Knowledge of NTC requirements to evaluate Presenter and Instructor performance
- ② Knowledge of techniques and strategies to provide performance feedback
- ② Knowledge of techniques and strategies to coach and improve performance
- ② Skill in providing performance feedback to Presenters and Instructors
- ② Skill in providing coaching and improving Presenter and Instructor performance

** Knowledge/skills in red italics are minimum qualification requirements.*

MASTER INSTRUCTOR (CONT.)

Competencies

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- **Performance Evaluation**—Documents and scores instructor performance accurately using the NTC Presenter or Field Evaluation Worksheets, administers evaluations according to NTC rules, guidelines, and procedures
- **Feedback and Coaching**—Provides effective performance feedback and guidance to Presenters and Instructors

Minimum Qualifications

- Current NTC Instructor certification
- Delivering a MINIMUM of fifteen (15) Tier 2 trainings
- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0% over Instructor tenure

Certification Maintenance Requirements

Each Calendar Year

- Completing a MINIMUM of six (6) field evaluations
- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

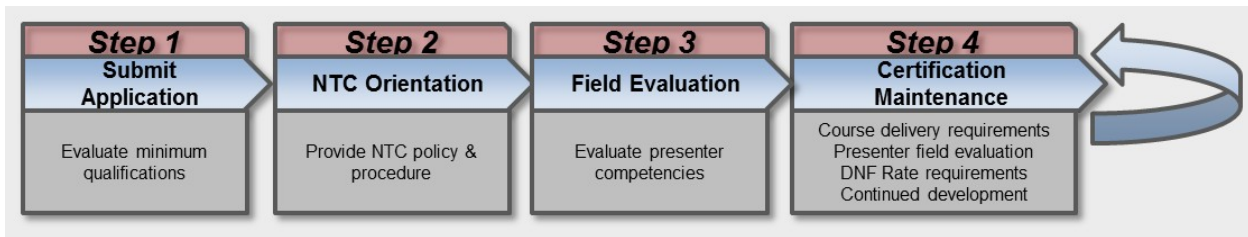
- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%
- Successfully completing an Instructor Qualification Exam *for each course in which certification is sought*

**APPENDIX C – PROCEDURES FOR CERTIFICATION AND
MAINTENANCE REQUIREMENTS**

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Presenter



STEP #1: Submitting an Application for Approval

Presenter applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Upon final approval, the NTC will notify candidates that they are permitted to complete the NTC Instructor Orientation training.

STEP #2: Completing the NTC Instructor Orientation training

Presenter candidates will have up to 30 days following notification from the NTC to complete the web-based NTC Instructor Orientation training. The orientation will include information about the NTC's policies and procedures for delivering coursework, as well as the metrics used during a field evaluation. Once candidates have successfully completed the orientation, they may coordinate with the NTC to schedule a field evaluation. With the permission of State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe an administration of the course in which certification is sought prior to completing the field evaluation.

STEP #3: Passing the Field Evaluation

Presenter candidates must coordinate with their State POCs/Federal supervisors and the NTC in submitting a completed [Field Evaluation Request Form](#). **Field Evaluations must be approved by and coordinated with the NTC to be used for certification purposes.** If possible, the evaluation will be completed the next available administration of the course in which certification is sought. During the administration, a Master Instructor will observe and evaluate the candidate against the [Field Evaluation Worksheets](#) to identify if he/she meets the minimally acceptable performance requirements. Following successful completion of a field evaluation and final NTC approval, certified individuals will be permitted to volunteer as Presenters for administrations of the NTC course(s) in which they are certified.

STEP #4: Meeting Certification Maintenance Requirements

Presenter certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. The Presenter certification maintenance requirements include the following:

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Each Calendar Year

- Participating in ALL mandatory Presenter trainings, to include webinars and development activities

Preceding Two Calendar Years

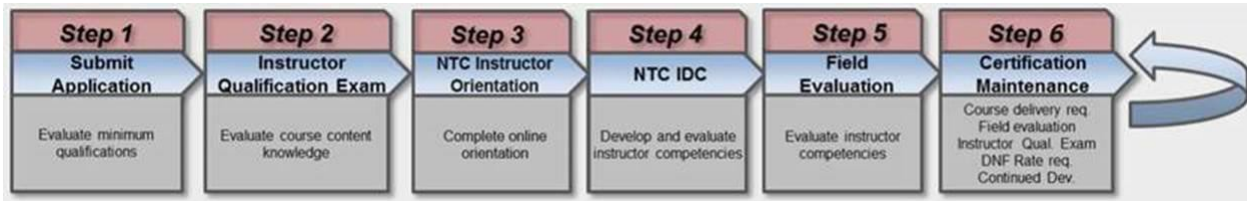
- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%
- Receiving a passing score on the most recent field evaluation

PRESENTER EVALUATION MATRIX	STEP 1	STEP 2	STEP 3	STEP 4
KNOWLEDGE & SKILL	APPLICATION	NTC ORIENTATION	FIELD EVALUATION	MAINTENANCE
<i>Knowledge of specific NTC course content and/or relevant topic area(s)</i>	X			X
<i>Knowledge of inspection/investigation processes relevant to course content or topic area(s)</i>	X			X
Knowledge of NTC requirements to prepare for NTC course administration		X	X	X
Knowledge of NTC requirements to deliver NTC coursework		X	X	X
Knowledge of NTC requirements to return documentation and training materials		X	X	X
Knowledge of professional standards at the NTC		X	X	X
Knowledge of time management techniques and strategies			X	X
Knowledge of delivery techniques and strategies that support an effective learning environment			X	X
Knowledge of communication techniques and strategies that enhance student learning experiences			X	X
Skill in managing the delivery of course content and administration of course activities			X	X
Skill in creating and maintaining an effective learning environment			X	X
Skill in communicating with students in a way that enhances their learning experience			X	X
Skill in interacting with students and other course stakeholders in a professional way			X	X

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Instructor



STEP #1: Submitting an Application for Approval

Instructor applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Upon final approval, the NTC will notify candidates that they are permitted to request a qualification exam.

STEP #2: Passing the Instructor Qualification Examinations(s)

Instructor candidates are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Examination Request Form](#) to schedule an Instructor Qualification Examination(s) for the course(s) in which certification is sought. Candidates are required to complete their initial Qualification Examination(s) within 90 days of NTC application approval. More information on [Instructor Qualification Examinations](#) can be found in the Evaluation and Program Requirements section of this document. Once candidates have met the examination requirements, they are eligible to complete the Instructor Development Course (IDC).

STEP #3: Completing the NTC Instructor Orientation training

Instructor Candidates must coordinate with their immediate supervisor and with NTC staff to complete the web-based NTC Instructor Orientation training.

STEP #4: Completing NTC Instructor Development Course (IDC)

Instructor candidates are required to coordinate with their State POCs/Federal supervisors and the NTC to schedule their participation in the next available administration of the NTC IDC.

STEP #5: Passing the Field Evaluation

Instructor candidates must coordinate with their State POCs/Federal supervisors and the NTC in submitting a completed [Field Evaluation Request Form](#). **Field Evaluations must be approved by and coordinated with the NTC to be used for certification purposes.** If possible, the evaluation will be completed the next available administration of the course in which certification is sought. During the administration, a Master Instructor will observe and evaluate the candidate against the [Field Evaluation Worksheets](#) to identify if he/she meets the minimally acceptable performance requirements. Following successful completion of a

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field evaluation and final NTC approval, certified individuals will be permitted to volunteer as Instructors for administrations of the NTC course(s) in which they are certified.

***STEP #6:* Meeting Certification Maintenance Requirements**

Instructor certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. The Instructor certification maintenance requirements include the following:

Each Calendar Year

- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%
- Receiving a passing score on the most recent field evaluation
- Successfully completing an Instructor Qualification Exam for each course in which certification is sought

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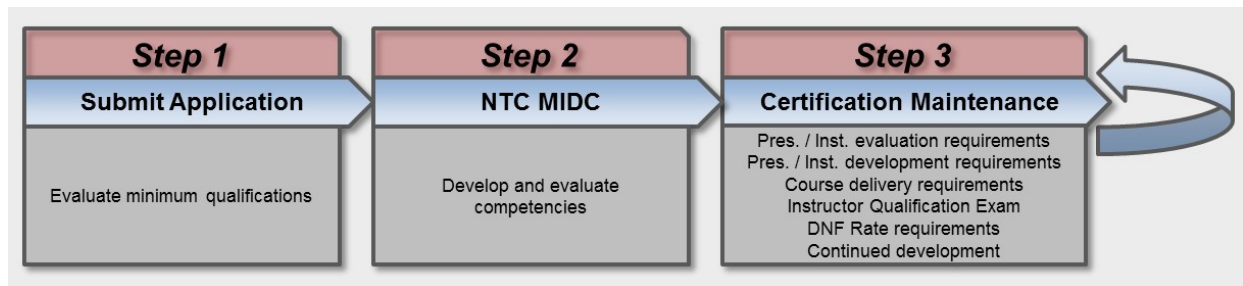
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INSTRUCTOR EVALUATION MATRIX	STEP #1	STEP #2	STEP #3	STEP #4	STEP #5
KNOWLEDGE & SKILL	APPLICATION	QUALIFICATION EXAM	IDC	FIELD EVALUATION	MAINTENANCE
Knowledge of relevant NTC course content and/or topic area(s)	X	X			X
Knowledge of inspection/investigation processes relevant to course content or topic area(s)	X	X			X
Knowledge of NTC requirements to prepare for NTC course administration			X	X	X
Knowledge of NTC requirements to deliver NTC coursework			X	X	X
Knowledge of NTC requirements to administer NTC exams and assessment exercises			X	X	X
Knowledge of NTC requirements to return documentation and training materials			X	X	X
Knowledge of professional standards at the NTC			X	X	X
Knowledge of time management techniques and strategies			X	X	X
Knowledge of delivery techniques and strategies that support an effective learning environment			X	X	X
Knowledge of communication techniques and strategies that enhance the learning experience for students			X	X	X
Skill in managing the delivery of course content and administration of course activities			X	X	X
Skill in creating and maintaining an effective learning environment			X	X	X
Skill in communicating with students in a way that enhances their learning experience			X	X	X
Skill in interacting with students and other course stakeholders in a professional manner			X	X	X

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Master Instructor



STEP #1: Submitting an Application for Approval

Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Development Program Application](#) and all required supporting materials to the NTC for review. Upon final approval, candidates will be eligible to complete the Master Instructor Development Course (MIDC).

STEP #2: Completing the Master Instructor Development Course (MIDC)

Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors and the NTC to schedule their participation in the next available administration of the NTC MIDC. Once candidates have met the evaluation requirements of the course, they will be eligible to carry out the responsibilities and tasks of a Master Instructor.

STEP #3: Meeting Master Instructor Certification Maintenance Requirements

Master Instructor certifications are valid for a period of two (2) calendar years during which individuals must meet all maintenance requirements for an extension. Master Instructor certification maintenance requirements include the following:

Each Calendar Year

- Completing a MINIMUM of six (6) field evaluations
- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, to include webinars and development activities

Preceding Two Calendar Years

- Receiving a Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%
- Successfully completing an Instructor Qualification Exam for each NTC course in which certification is sought

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MASTER INSTRUCTOR EVALUATION MATRIX	STEP #1	STEP #2	STEP #3
KNOWLEDGE & SKILL	APPLICATION	MIDC	MAINTENANCE
<i>Knowledge of relevant NTC course content and/or topic area(s)</i>	X		X
<i>Knowledge of inspection/investigation processes relevant to course content or topic area(s)</i>	X		X
<i>Knowledge of NTC requirements to prepare for NTC course administration</i>	X		X
<i>Knowledge of NTC requirements to deliver NTC coursework</i>	X		X
<i>Knowledge of NTC requirements to administer NTC exams and assessment exercises</i>	X		X
<i>Knowledge of NTC requirements to return documentation and administrative materials</i>	X		X
<i>Knowledge of professional standards at the NTC</i>	X		X
<i>Knowledge of time management techniques and strategies</i>	X		X
<i>Knowledge of delivery techniques and strategies that support an effective learning environment</i>	X		X
<i>Knowledge of communication techniques and strategies that enhance the learning experience</i>	X		X
<i>Skill in managing the delivery of course content and administration of course activities</i>	X		X
<i>Skill in creating and maintaining an effective learning environment</i>	X		X
<i>Skill in communicating with students in a way that enhances their learning experience</i>	X		X
<i>Skill in interacting with students and other course stakeholders in a professional way</i>		X	X
Knowledge of NTC requirements to evaluate Presenter and Instructor performance		X	X
Knowledge of techniques and strategies to provide performance feedback		X	X
Knowledge of techniques and strategies to coach and improve performance		X	X
Skill in providing performance feedback to Presenters and Instructors		X	X
Skill in providing coaching and improving Presenter and Instructor performance		X	X

**APPENDIX D – SUPPORTING PROGRAM WORKSHEETS AND
FORMS**

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**FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION
NATIONAL TRAINING CENTER**



NTC INSTRUCTOR CERTIFICATION PROGRAM APPLICATION

Please complete and submit this form and all supporting documents to: NTC-Certification@dot.gov.

APPLICANT	STATE POC / FEDERAL SUPERVISOR
Name:	Name:
Email Address:	Email Address:
Telephone:	Telephone:
Mailing Address:	Mailing Address:
LEVEL OF CERTIFICATION	
<input type="checkbox"/> Presenter <input type="checkbox"/> Instructor <input type="checkbox"/> Master Instructor	
COURSE CONTENT DOMAIN	
<input type="checkbox"/> Cargo Tank Inspection <input type="checkbox"/> Cargo Tank Facility Review <input type="checkbox"/> General Hazardous Materials <input type="checkbox"/> Commercial Enforcement and Consumer Protection <input type="checkbox"/> Investigative Safety Analysis <input type="checkbox"/> Skill Performance Evaluation	<input type="checkbox"/> New Entrant Safety Audit <input type="checkbox"/> North American Standard Part A <input type="checkbox"/> North American Standard Part B <input type="checkbox"/> Other Bulk Packaging <input type="checkbox"/> Passenger Carrier Vehicle Inspection <input type="checkbox"/> Other:
MINIMUM QUALIFICATIONS CHECKLIST	
PRESENTER: <input type="checkbox"/> Professional experience relevant to the course content or topic area(s) in which certification is sought (e.g. CVSA/FMCSA certification; completion of relevant inspections/investigations, etc.) <u>Please attach your resume.</u>	
INSTRUCTOR: <input type="checkbox"/> Successful completion of NTC course(s) in which certification is sought <u>Please attach your certificate.</u> <input type="checkbox"/> Two (2) years of professional experience relevant to the course content or topic area(s) in which certification is sought (e.g. CVSA/FMCSA certification, completion of relevant inspections/investigations, etc.) <u>Please attach your resume.</u>	
MASTER INSTRUCTOR: <input type="checkbox"/> Currently an NTC-certified instructor <input type="checkbox"/> Already delivered a MINIMUM of fifteen (15) Tier 2 NTC trainings <input type="checkbox"/> Received a documentable negative feedback (DNF) rate NO HIGHER THAN 20.0% over Instructor tenure	
APPLICATION CONFIRMATION	

I, Supervisor's Name, hereby recommend the applicant identified above to serve in the requested capacity for the NTC. Furthermore, I certify that the applicant is a subject matter expert and meets all minimum qualifications to serve in this capacity. I also authorize the applicant to fulfill his/her certification maintenance requirements.

Supervisor's Printed Name	Signature	Date (MM/DD/YYYY)
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I, Applicant's Name, meet all the minimum qualifications to serve in the requested capacity and agree to fulfill the certification maintenance requirements necessary to maintain my NTC certification.

Applicant's Printed Name	Signature	Date (MM/DD/YYYY)
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Please note that the NTC will not be accepting applications for multiple course certifications. Initial Instructor certification must be achieved prior to the submission of additional applications.

Revised: 02/20/2020

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EXAMINATION REQUEST FORM

Please complete and submit this form to: NTC-State-Programs@dot.gov.
Should you have any questions, please call: (703) 235-0501

NOTE: All exam requests, including student retests, student challenges, and instructor qualifications must be approved by the State Division Administrator prior to submission to the NTC.

(Retests must be requested within 30 days and completed within 90 days of previous exam result notification.)

NTC COURSE EXAM REQUESTED		
NOTE: The requested exam will NOT be mailed until the NTC has received this form completed in its entirety. Check the applicable course and enter the number of exams requested in the space { } provided.		
<input type="checkbox"/> Cargo Tank Inspection { } <input type="checkbox"/> Cargo Tank Facility Review { } <input type="checkbox"/> Enforcement Procedures – Investigative { } <input type="checkbox"/> Enforcement Procedures – Roadside { } <input type="checkbox"/> General Hazardous Materials { } <input type="checkbox"/> Commercial Enforcement and Consumer Protection { } <input type="checkbox"/> Investigative Safety Analysis { } <input type="checkbox"/> Skill Performance Evaluation { }	<input type="checkbox"/> New Entrant Safety Audit { } <input type="checkbox"/> New Entrant Safety Audit Workshop { } <input type="checkbox"/> North American Standard – Part A { } <input type="checkbox"/> North American Standard – Part A (Hawaii) { } <input type="checkbox"/> North American Standard – Part B { } <input type="checkbox"/> Other Bulk Packaging { } <input type="checkbox"/> Passenger Carrier Vehicle Inspection { } <input type="checkbox"/> Other: _____ { }	
EXAM ADMINISTRATION TYPE		
NOTE: Please use a separate form for each type of exam requested.		
<input type="checkbox"/>	<input type="checkbox"/>	
Student Retest <i>The student did not pass the course exam on the previous attempt.</i>	Student Challenge <i>The student attempted to pass an exam after his/her certification expired.</i>	
<input checked="" type="checkbox"/>		
Instructor Qualification <i>The candidate attempted to demonstrate Instructor-level proficiency.</i>		
*****DIVISION ADMINISTRATOR REVIEW*****		
Printed Name: _____	Signature: _____	
State: _____ <input type="checkbox"/> Approved <input type="checkbox"/> Denied	Date: _____ (mm/dd/yyyy)	
SUPERVISOR / REQUESTOR		
Name: _____	Mailing Address for Exam Materials/Certificates	
Email Address: _____	Street: _____	
Telephone: _____	City: _____ State: _____ Zip: _____	
STUDENTS / INSTRUCTORS		
Name	Original Exam (for Student Retest Only)	Retest/Challenge/Qualification Exam Administration
	Date: (mm/dd/yyyy)	Date: (mm/dd/yyyy)
	City, State:	City, State:
	Date: (mm/dd/yyyy)	Date: (mm/dd/yyyy)
	City, State:	City, State:
	Date: (mm/dd/yyyy)	Date: (mm/dd/yyyy)
	City, State:	City, State:
	Date: (mm/dd/yyyy)	Date: (mm/dd/yyyy)
	City, State:	City, State:
	Date: (mm/dd/yyyy)	Date: (mm/dd/yyyy)
	City, State:	City, State:

Revised: 02/20/2020

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**FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION
NATIONAL TRAINING CENTER**



FIELD EVALUATION REQUEST FORM

Please complete and submit this form to: NTC-Certification@dot.gov.

Should you have any questions, please call: (703) 235-0501

*FIELD EVALUATION CERTIFICATION LEVEL	
<input type="checkbox"/>	<input type="checkbox"/>
Presenter	Instructor
NTC COURSE FOR EVALUATION	
<i>Place a check in the box next to the course in which you are requesting your performance be evaluated.</i>	
<div><input type="checkbox"/> Advanced Explosives</div> <div><input type="checkbox"/> Advanced HWHS</div> <div><input type="checkbox"/> Advanced Roadside HM</div> <div><input type="checkbox"/> Academy Course:</div> <div><input type="checkbox"/> Cargo Tank Facility Review</div> <div><input type="checkbox"/> Cargo Tank Inspection</div> <div><input type="checkbox"/> Commercial Enforcement and Consumer Protection</div> <div><input type="checkbox"/> Drug Interdiction Assistance Program</div> <div><input type="checkbox"/> Enforcement Procedures - Investigative</div> <div><input type="checkbox"/> Enforcement Procedures - Roadside</div> <div><input type="checkbox"/> General Hazardous Materials</div>	<div><input type="checkbox"/> Investigative Safety Analysis</div> <div><input type="checkbox"/> New Entrant Safety Audit</div> <div><input type="checkbox"/> New Entrant Safety Audit Workshop</div> <div><input type="checkbox"/> Norma Norte Americana - Parte B (NNA-B Mexico)</div> <div><input type="checkbox"/> North American Standard - Part A</div> <div><input type="checkbox"/> North American Standard - Part A (Alaska)</div> <div><input type="checkbox"/> North American Standard - Part A (Hawaii)</div> <div><input type="checkbox"/> North American Standard - Part B</div> <div><input type="checkbox"/> Other Bulk Packaging</div> <div><input type="checkbox"/> Passenger Carrier Vehicle Inspection</div> <div><input type="checkbox"/> Skill Performance Evaluation</div> <div><input type="checkbox"/> Other: _____</div>
CERTIFICATION CANDIDATE / INCUMBENT	
Name: _____	
Email Address: _____	
Telephone: _____	
*Requested Date & Location: _____	
REQUEST CONFIRMATION	
<small>I, Candidate/Incumbent Name, am requesting my performance be evaluated for certification or certification maintenance under the NTC Instructor Certification Program. By signing this request, I confirm that I have successfully completed all steps and requirements outlined in the NTC Instructor Certification Program Manual prior to requesting a field evaluation. Furthermore, I understand that granting my request is contingent upon evaluator availability and NTC approval. Additionally, I understand how I deliver/facilitate a course during my field evaluation may be captured via video and used by the NTC for evaluation and training purposes.</small>	
Printed Name: _____	Date: _____
Signature: _____	

***When requesting a specific evaluation date/location, this form must be received within 90 days of the scheduled course.**

02/14/2020

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NTC Field Evaluation Worksheets

Presenter / Instructor Name: _____

Course / Lesson: _____

Evaluator Name: _____

Evaluation Date (MM/DD/YYYY): _____

Location (City, State) _____

Organization and Preparation (15 pts.):	0
Content Delivery (40 pts.):	0
Student Engagement (25 pts.):	0
Instructor Communication (20 pts.):	0
TOTAL SCORE:	0

May 2020
Version 4.0.0



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NTC Field Evaluation Worksheets v. 4.0.0, May 2020

NTC INSTRUCTOR COMPETENCIES

ORGANIZATION AND PREPARATION	15 pts.
<i>Organizes and prepares the classroom and materials for NTC course administration</i> <ul style="list-style-type: none"> • Prepared training materials for course administration • Configured the classroom based on training needs and the number of students • Confirmed training equipment was available and operational 	
CONTENT DELIVERY	40 pts.
<i>Delivers course content and activities in accordance with the NTC Instructor Guide, organizes and manages time effectively throughout course administration, delivers written exams and assessment exercises according to NTC rules, guidelines, and procedures</i> <ul style="list-style-type: none"> • Explained the context and importance of the course • Provided an overview of objectives and transitions between content areas • Delivered content as prescribed in the NTC Instructor Guide • Utilized Toolbox and supporting materials effectively • Administered activities (e.g., games, discussions, case studies) effectively • Administered the written exam and/or assessment exercise according to the NTC Exam Administration Guidelines and Procedures document • Managed time effectively when delivering course content • Followed the procedures for returning NTC course materials 	
STUDENT ENGAGEMENT	25 pts.
<i>Interacts with students in a way that enhances their learning experience, promotes active participation in class</i> <ul style="list-style-type: none"> • Encouraged questioning and responded to student questions effectively • Utilized effective strategies to enhance adult learning • Utilized effective techniques to evaluate adult learning • Provided effective feedback to students about their performance • Built rapport and maintained a welcoming and effective learning environment 	
INSTRUCTOR COMMUNICATION	20 pts.
<i>Interacts and communicates effectively with students throughout course administration, expresses the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA</i> <ul style="list-style-type: none"> • Used effective verbal communication techniques • Used effective non-verbal communication techniques • Clarified the importance of NTC trainings and mission in road safety compliance • Maintained NTC professional standards 	

BEHAVIORALLY-ANCHORED RATING SCALES					SCORE
Behavioral indicator stem:					
1	2	3	4	5	
Lowest behavioral anchor description		Middle behavioral anchor description		Highest behavioral anchor description	

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ORGANIZATION AND PREPARATION (15 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Prepared training materials for course administration:					
1	2	3	4	5	
Arrived late, did not provide materials to students, did not make notes in the <i>Personal Notes</i> section and/or highlight the Instructor Guide		Arrived on time, made materials available to students after the start of class, made some notes in the <i>Personal Notes</i> section of the Instructor Guide OR highlighted some key content areas		Arrived at least 45 minutes before the scheduled class start time to organize and prepare course materials, made materials available to students before class instruction began, made extensive notes in the <i>Personal Notes</i> section of the Instructor Guide and highlighted key content areas appropriately	
Configured the classroom based on training needs and the number of students:					
1	2	3	4	5	
Student seats were missing / broken and/or workspace or visibility was inadequate.		Ensured seats were available for all students with adequate workspace for materials, made sure students could adequately view materials		Ensured seats were available for all students with adequate workspace for materials, customized table configuration to optimize course delivery (lecture, discussion, activities) and visibility	
Confirmed training equipment was available and operational:					
1	2	3	4	5	
Failed to confirm all equipment was available and/or operational, had issues operating equipment		Confirmed all equipment was available, however, did not confirm all was fully operational (e.g., poor quality audio/visual), did not have issues operating equipment		Confirmed all equipment (e.g., laptop, audio/visual, demo. equipment) was available and fully operational, operated all equipment to its fullest potential	
TOTAL:					0
<u>NOTES / COMMENTS:</u>					

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CONTENT DELIVERY (40 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Explained the context and importance of the course:					
1 Did not discuss the importance of the course or its relevance to job-specific tasks	2	3 Identified the importance of the course/its content and generally tied instruction back to relevant job-specific tasks	4	5 Regularly emphasized the importance of the course/its content and tied instruction back to relevant job-specific tasks	
Provided an overview of objectives and transitions between content areas:					
1 Did not review performance objectives and/or provided very little transitional information between content areas	2	3 Reviewed most performance objectives before and after each module and summarized previous content, including what will be covered next	4	5 Explained the importance and relevance of all performance objectives and provided summaries and transitions on how content areas relate to and support one another	
Delivered content as prescribed in the NTC Instructor Guide:					
1 Included inaccurate content and/or excluded content identified in the NTC Instructor Guide	2	3 Delivered NTC Instructor Guide content accurately but may have introduced some extraneous information or not have elaborated when needed for clarification	4	5 Delivered NTC Instructor Guide content accurately and elaborated on content where appropriate	
Utilized Toolbox and supporting materials effectively:					
1 Did not reference and/or utilize available Toolbox items or supporting materials	2	3 Referenced most Toolbox and supporting materials but did not utilize them effectively (i.e. elaborate when needed)	4	5 Referenced all Toolbox and supporting materials accurately and maximized their effectiveness, elaborating when needed	
Administered activities (e.g., games, discussions, case studies) effectively:					
1 Provided activity instructions that may have caused student confusion and/or did not complete or struggled to complete activities	2	3 Provided activity instructions to students, followed administration guidance, mitigated any issues, completed activities without much difficulty or confusion	4	5 Provided clear activity instructions to students, followed administrative guidance, immediately and effectively mitigated any issues students encountered during activities, facilitated a debrief and discussion of relevant takeaways	
Managed time effectively when delivering course content:					
1 Exceeded lesson time allowances, had to rush or draw out course content, and/or gave excessive breaks at inappropriate intervals	2	3 Delivered lesson within time allowances at a relatively consistent pace with breaks based on time intervals but may have inappropriately timed breaks	4	5 Delivered lesson within time allowances, paced each lesson appropriately for the subject matter and student comprehension, offered breaks, ended instruction at appropriate intervals in the content	

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CONTENT DELIVERY (40 pts.) (cont.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Administered the written exam and/or assessment exercise according to the NTC Exam Administration Guidelines and Procedures document:					
1	2	3	4	5	
Provided vague instructions to students and/or violated one or more administrative guidelines or procedures		Provided instructions to students, followed administrative guidelines and procedures, monitored course administration to ensure the exam time limit was enforced		Provided clear instructions to students, followed administrative guidelines and procedures, monitored course administration to prevent academic dishonesty and enforce the exam time limit	
Followed the procedures for returning NTC course materials:					
1	2	3	4	5	
Did not return any course materials		Only returned course exams		Followed all return procedures listed on the NTC Exam Administration Guidelines and Procedures document	
TOTAL:					0

NOTES / COMMENTS:

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STUDENT ENGAGEMENT (25 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Encouraged questioning and responded to student questions effectively:					
1	2	3	4	5	
Provided unclear or inaccurate explanations and/or responses to student questions		Provided accurate explanations and responses to student questions but did not elaborate when appropriate		Provided clear and accurate explanations and responses to student questions, asked follow-up questions when appropriate, encouraged and expressed appreciation for student questions	
Utilized effective strategies to enhance adult learning:					
1	2	3	4	5	
Did not provide effective and/or relevant examples to illustrate course content		Provided several examples or anecdotes that better illustrated course content and encouraged/expressed appreciation for student participation		Provided several relevant examples and anecdotes that better illustrated course content and elicited positive student responses while also soliciting relevant examples and anecdotes for students to share with the class	
Utilized effective techniques to evaluate adult learning:					
1	2	3	4	5	
Did not ask if students had any questions before addressing new material, ask specific content-related questions, and/or recognize a lack of student understanding		Asked several questions to identify students' level of retention and comprehension of course content		Asked several questions to identify student understanding of course material at multiple levels of cognitive processing (e.g., retention, comprehension, application) and provided students with opportunities to demonstrate their understanding of course content	
Provided effective feedback to students about their performance:					
1	2	3	4	5	
Provided minimal, individualized student feedback that was predominantly disengaging, negative, or positive		Provided student performance feedback that may have been more positive or negative and identified actions/resources for performance improvement		Provided clear and specific appropriately balanced positive and corrective student performance feedback, assisted students in identifying actions/resources for performance improvement by being responsive and encouraging student participation	
Built rapport and maintained a welcoming and effective learning environment:					
1	2	3	4	5	
Was impersonal and/or unapproachable, did not encourage collaboration in class, and/or did not address classroom disruptions and distractions		Had a neutral demeanor and/or passively responded to any classroom disruptions or distractions, encouraged collaboration in class		Was friendly, enthusiastic, encouraged collaboration in class, and immediately mitigated any classroom disruptions or distractions in an appropriate manner	
TOTAL:					0

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INSTRUCTOR COMMUNICATION (20 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Used effective verbal communication techniques:					
1	2	3	4	5	
Exhibited disorganized or off-topic verbal communication at a volume that was very soft or loud and included several pauses or miscommunications in course delivery		Exhibited organized and targeted verbal communication that may have occasionally sounded very soft or loud at an acceptable cadence with appropriate inflections and minimal miscommunication		Exhibited organized and targeted verbal communication at a reasonable volume that could be heard clearly at a cadence using inflections that enhanced communication with confident and smooth delivery (e.g., no disruptive pauses or “ums/uhs”)	
Used effective non-verbal communication techniques:					
1	2	3	4	5	
Made minimal eye contact with students, read from notes or screen, exhibited distracting body language		Made eye contact with some students and referenced notes to ensure content accuracy and coverage with acceptable body language for communication		Made consistent eye contact student-wide, rarely referencing notes while using communication-enhancing body language via gesturing, posture, etc.	
Clarified the importance of NTC trainings and overall mission in road safety compliance:					
1	2	3	4	5	
Did not comply with NTC dress and grooming standards and/or was judgmental of the NTC, its courses, and materials		Complied with some NTC dress and grooming standards, remained neutral in judgment of the NTC, its courses, and materials		Complied with all NTC dress and grooming standards while also communicating the importance of the NTC's trainings and overall mission	
Maintained NTC professional standards:					
1	2	3	4	5	
Acted unprofessionally during the training by using derogatory, off-color, and/or offensive remarks, to include regularly showing signs of frustration		Acted professionally during the training but may not have addressed others' unprofessional behavior while openly displaying some signs of frustration (e.g., sighs, eye rolls)		Acted professionally by refraining from the use of derogatory, off-color, and/or offensive remarks while maintaining composure during all interactions with others at the training	
TOTAL:					0

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EVALUATION FEEDBACK CONFIRMATION

I, Evaluator's Name, have observed, documented, and evaluated the performance of the Presenter / Instructor during the delivery of the course / lesson identified on the cover of this evaluation. By signing below, I affirm that I have complied with all NTC policies, procedures, and guidelines.

Evaluator Printed Name

Signature

Date (MM/DD/YYYY)

I, Presenter / Instructor's Name, have been provided with performance feedback by the evaluator who observed my delivery of the course / lesson identified on the cover of this evaluation. By signing below, I acknowledge that I have received performance feedback, not that I agree or disagree with the feedback I received.

Presenter / Instructor Printed Name

Signature

Date (MM/DD/YYYY)

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