



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



INSTRUCTOR DEVELOPMENT PROGRAM MANUAL



Federal Motor Carrier Safety Administration
National Training Center

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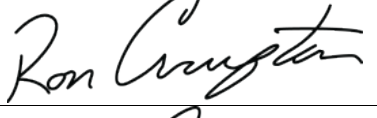
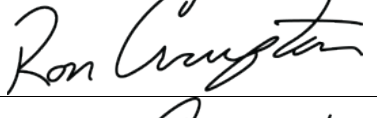
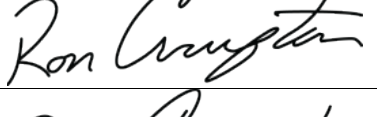
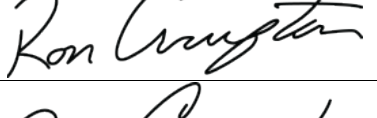
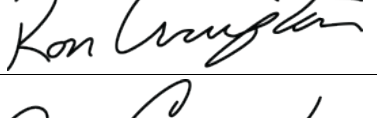

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BACKGROUND

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 are open to individuals currently employed by FMCSA or a participating Commercial Motor Vehicle Enforcement (CMVE) state program. These individuals must maintain current certification(s) in the areas in which they instruct (*FMCSA Certification Policy for Employees Who Perform Inspections, Investigations, and Safety Audits*, amended August 2021). Certified individuals leaving employment with FMCSA or a participating state program will be decertified, effective the date of their employment separation and/or the expiration date of their certifications, whichever date comes first.

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, 2021, will be granted certification at the most appropriate level under the revised program. Grandfathered instructor certifications will become effective in calendar year 2022 and those individuals will be subject to instructor certification maintenance requirements thereafter.

Current FMCSA and participating State program employees who were not previously certified by or registered with the NTC prior to July 1, 2021, 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 are **Presenter**, **Instructor**, and **Master Instructor**. The levels and paths of certification are illustrated in Figure 1, below, followed by more detailed descriptions of each level.

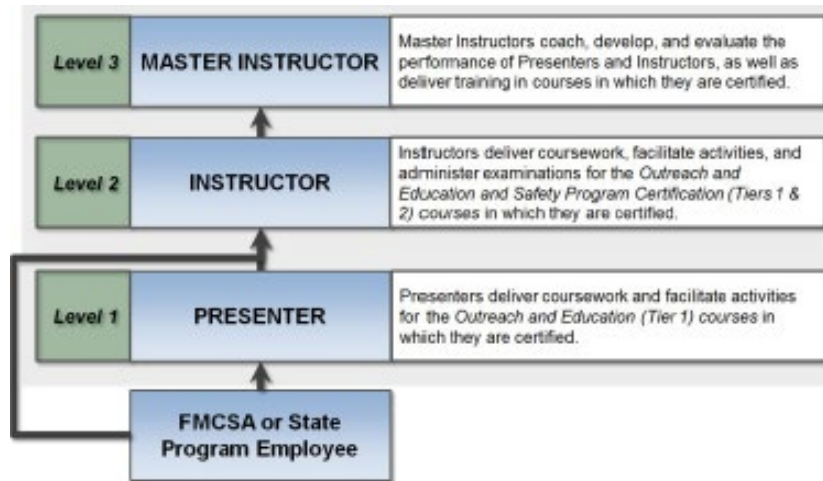


Figure 1. NTC Instructor Certification Levels

PRESENTER

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*).

CRITICAL TASKS, KNOWLEDGE, SKILLS, AND COMPETENCIES

The critical tasks for a Presenter include the following:

- Coordinating with stakeholders to ensure that 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
- 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 that documentation and administrative materials are returned to the NTC
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Current certification per *FMCSA Certification Policy for Employees Who Perform Inspections, Investigations, and Safety Audits*, amended August 2021, requires Presenters to possess the following knowledge, skills, and competencies, in support of the critical tasks listed above:

- Knowledge of specific NTC course content and/or relevant 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 return documentation and administrative materials
- Knowledge of professional standards at the NTC
- Knowledge of time management techniques and strategies
- Knowledge of the delivery techniques and strategies that support an effective learning environment
- Knowledge of the communication techniques and strategies that enhance the student learning experience
- Skill in managing the delivery of the 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
- **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 and NTC rules, guidelines, and procedures; organizes and manages time effectively throughout a course administration
 - **Student Engagement**—Interacts with students in a way that enhances their learning experience during a course administration
 - **Instructor Communication**—Interacts and communicates effectively with students throughout a course administration, expressing the importance of NTC trainings and the NTC’s overall mission within the DOT FMCSA

PROCEDURES FOR CERTIFICATION & MAINTENANCE

A series of specified actions and events must take place before a Presenter is granted or allowed to retain certification. This process is depicted in Figure 2, below.

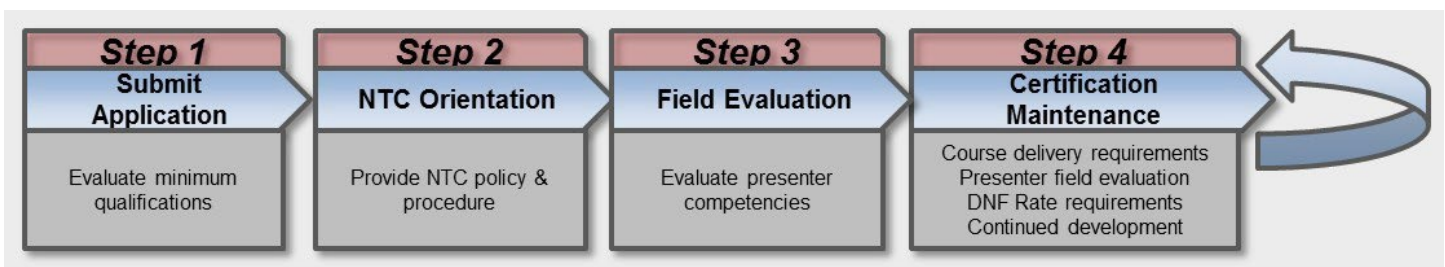


Figure 2. NTC Presenter Certification and Certification Maintenance Process

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 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. Prior to completing the field evaluation, with the permission of their State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe an administration of the course in which certification is sought.

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 course administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to determine whether the minimally acceptable performance requirements have been met. ***Presenter candidates are required to meet or exceed a total score of 68 points on the evaluation worksheets to pass the field evaluation.*** Following the 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:

Each Calendar Year

Participating in ALL mandatory Presenter trainings, including 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

An overview of Presenter role requirements can be found in Appendix B, while the process for certification and the evaluation matrix can be found in Appendix C. More details on Documentable Negative Feedback (DNF) 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 and exam development initiatives.

CRITICAL TASKS, KNOWLEDGE, SKILLS, AND COMPETENCIES

The critical tasks for an Instructor include the following:

- Coordinating with stakeholders to ensure that the classroom and equipment are adequate for a course administration
- Preparing instructor and student materials for a 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 a course administration
- 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 that documentation and administrative materials are returned to the NTC
- Coordinating with stakeholders to participate in course and exam development initiatives
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

Current certification per *FMCSA Certification Policy for Employees Who Perform Inspections, Investigations, and Safety Audits*, amended August 2021, requires Inspectors to possess the following knowledge, skills, and competencies, in support of the critical tasks listed above:

- Current certification(s) in course content and/or topic area(s)
- Knowledge of specific NTC course content and/or relevant 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
- Knowledge of the delivery techniques and strategies that support an effective learning environment
- Knowledge of the communication techniques and strategies that enhance the student 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 manner
- **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 course administration, and 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 course administration
 - **Instructor Communication**—Interacts and communicates effectively with students throughout a course administration, expressing the importance of NTC trainings and the NTC’s overall mission within the DOT FMCSA

PROCEDURES FOR CERTIFICATION & MAINTENANCE

A series of specified actions and events must take place before an Instructor is granted or allowed to retain certification. This process is depicted in Figure 3, below.

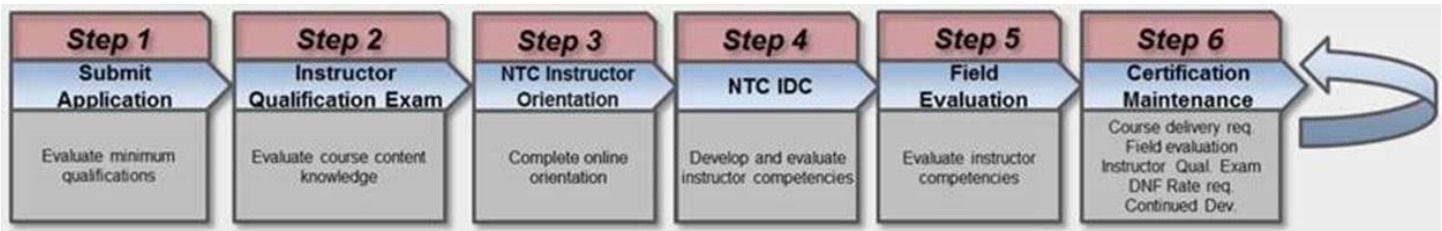


Figure 3. NTC Instructor Certification and Certification Maintenance Process

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. Upon final approval, the NTC will notify candidates that they are permitted to request a qualification exam.

STEP 2: Passing the 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 for each course 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 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 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 at the next available administration of the course in which certification is sought. During the course administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to determine whether the minimally acceptable performance requirements have been met. ***Instructor candidates are required to meet or exceed a total score of 75 points on the evaluation worksheets to pass the field evaluation.*** Following the successful completion of a 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, including webinars and development activities
- Must provide documentation (inspection reports) verifying current applicable content domain certification

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 the evaluation matrix can be found in Appendix C. More details on Documentable Negative Feedback (DNF) 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 performances 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**, **Safety Program Certification**, and **Instructor Development** (*Tiers 1, 2, and 3*) courses in which they are certified.

CRITICAL TASKS, KNOWLEDGE, SKILLS, AND COMPETENCIES

The critical tasks for a Master Instructor include the following:

- Coordinating with stakeholders to ensure that the classroom and equipment are adequate for a course administration
- Preparing instructor and student materials for a 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 a course administration
- 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 that documentation and administrative materials are returned to the NTC
- Coordinating with stakeholders to ensure that field evaluation documentation is returned to the NTC
- Coordinating with stakeholders to participate in course and exam development initiatives
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA
- Identifying areas of development for coursework and administrative policies, procedures, and guidance
- Coordinating with stakeholders to schedule Presenter and Instructor field evaluations
- 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 and Instructors

Current certification per *FMCSA Certification Policy for Employees Who Perform Inspections, Investigations, and Safety Audits*, amended August 2021, requires Master Inspectors to possess the following knowledge, skills, and competencies, in support of the critical tasks listed above:

- Current certification(s) in course content and/or topic area(s)
- Knowledge of specific NTC course content and/or relevant 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
- Knowledge of the delivery techniques and strategies that support an effective learning environment
- Knowledge of the communication techniques and strategies that enhance the student 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 manner
- 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 Presenter and Instructor performance accurately using the NTC Presenter or Field Evaluation Worksheets and 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

A series of specified actions and events must take place before a Master Instructor is granted or allowed to retain certification. This process is depicted in Figure 4, below.

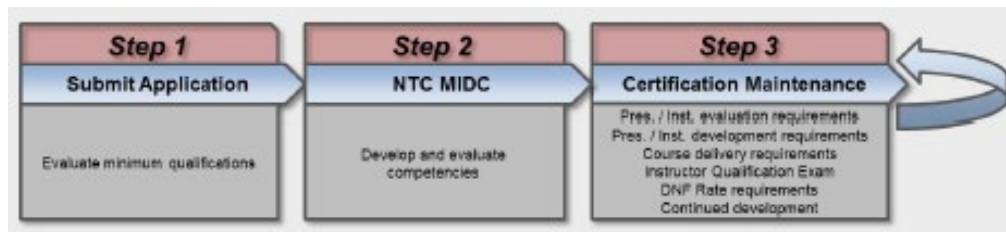


Figure 4. NTC Master Instructor Certification and Certification Maintenance Process

STEP 1: Submitting an Application for Approval

Master 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, 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. During the Master Instructor training, candidates will be evaluated to

determine whether the minimally acceptable performance requirements have been met. 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. 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 course administrations
- Participating in ALL mandatory Instructor trainings, including 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*

An overview of the Master Instructor role requirements can be found in Appendix B, while the process for certification and the evaluation matrix can be found in Appendix C. More detail on Documentable Negative Feedback (DNF) 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 support of several stakeholders. NTC staff are responsible for the administration and integrity of the Instructor Development Program. 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 the NTC 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 who 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 Instructor Development 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 shown in Table 1, below, to denote and document the status of a candidate's application.

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

Table 1. Application Status Codes

EVALUATION AND PROGRAM REQUIREMENTS

The requirements of the Instructor Development Program and its performance evaluations are based on industry best practices, as well as the knowledge, skills, and competencies supporting the critical tasks for each certification role. The program components supporting candidate evaluations, certifications, and 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 seeking certification. 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 may request permission for a retest **not earlier than six (6) months after the date of the initial exam**. Requests for a retest must be submitted in writing to the NTC Director and candidates will be informed of the Director's decision by mail.

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 for which they applied.

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 Figure 5, below, incumbents must complete and submit an Instructor Development Program Application and all required supporting materials to the NTC for review. Upon final approval, incumbents are required to submit an Examination Request Form to schedule an instructor qualification examination for the course(s) in which certification is sought.

If the course does not require a qualification examination (*Tier 1* and *Tier 3* courses), completing Step 2 will be unnecessary. However, once incumbents have met the 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.

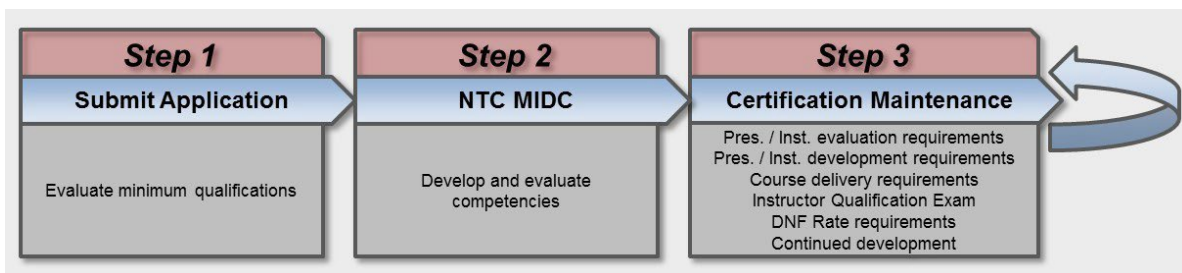


Figure 5. Process for Additional Tier 1 and Tier 2 Course Certification

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 (MAP) levels of their role. Targeted competencies are based on the critical tasks of each

role, and candidate performance is evaluated using five-point behaviorally anchored rating scales (BARS). Evaluation worksheet cut scores are based on the MAP level ratings identified by the NTC and subject matter experts in adult learning. The *NTC Instructor Orientation*, applicable to Presenters and Instructors, and the *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 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 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 the belief that 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 and 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 (see the Procedures for Certification & Maintenance sections for each certification level), in addition to other requirements that must also be met by the conclusion of the two-year period for which the certification(s) is (are) valid. While participating in mandatory NTC training and development events, incumbents must meet the minimum course administration requirements, to include a qualification examination, a field evaluation, and a Documentable Negative Feedback (DNF) rate.

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) course administrations for the calendar year. It does not matter which of the three courses is administered.

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. That instructor must pass all three qualification examinations before December 31, 2023, to maintain certification in those courses. If only the qualification examinations for NAS A and NAS B are completed with a passing score during that time frame, then the instructor may still be eligible for certification under the program. However, their authority to deliver PCVI will expire December 31, 2023, unless the instructor 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 that 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. The individual 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, their Instructor certification will effectively expire, and they will not be permitted to deliver NTC coursework until passing a field evaluation.

In support of program and resource efficiency, Master Instructors may evaluate more than one 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 the implementation of one NTC course. (For example, if five complaints were received during a single, week-long training, it would be noted as one instance in the Instructor's file). The NTC will review negative feedback from course stakeholders (i.e., co-instructors, students, or NTC staff) and

notify incumbents if the DNF will be documented in their file. The **DNF rate** represents the number of instances of negative feedback against the total number of trainings. (For example, one instance being recorded out of four total trainings facilitated over a two-year period 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 among instructors)
- Fails to maintain an effective learning environment (i.e., gives students overly negative feedback or lectures to students without engaging them)
- Represents the NTC in a negative way (i.e., makes comments undermining the integrity of NTC coursework)
- Fails to maintain NTC instructor and professional standards (i.e., uses derogatory, off-color, and/or offensive remarks during the course or is rude or abrasive to students and/or 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:

DNF RATE REQUIREMENTS	
Presenters	33.3%
Instructors	25.0%
Master Instructors	20.0%

Table 2. DNF Rate Requirements for Incumbents

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 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 the annual certification requirements for 2021. If all maintenance requirements are not met during the certification period, certification will expire on December 31, 2023. If the Instructor meets the requirements during that period, 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.

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. Specific examples of such behavior include:

- 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 course 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

NTC COURSEWORK TIERS

Presenters are eligible for certification in *Tier 1* coursework, while **Instructors** are eligible for certification in both *Tier 1* and *Tier 2* coursework. **Master Instructors** are eligible for certification in all three tiers.

TIER 3	INSTRUCTOR DEVELOPMENT	Instructor Development Course (IDC) Master Instructor Development Course (MIDC)
TIER 2	SAFETY PROGRAM CERTIFICATION	Basic Investigative Techniques (BIT) Cargo Tank Facility Review (CTFR) Cargo Tank Inspection (CTI) Commercial Enforcement and Consumer Protection (CECP) Commercial Motor Vehicle Criminal Interdiction (CMVCI) Enforcement Procedures (EP) – Inspector Enforcement Procedures (EP) – Investigator General Hazardous Materials (GHM) 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	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) [<i>Federal</i>] Food Safety (FS) Investigative Techniques (IT) [<i>State</i>] Truck and Bus Traffic Enforcement (TBTE) Unified Registration System (URS)

Current as of 01/31/2022

APPENDIX B. INSTRUCTOR CERTIFICATION DESCRIPTIONS AND REQUIREMENTS

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
- 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 that documentation and administrative 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 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 return documentation and administrative materials
- Knowledge of professional standards at the NTC
- Knowledge of time management techniques and strategies
- Knowledge of the delivery techniques and strategies that support an effective learning environment
- Knowledge of the communication techniques and strategies that enhance the student 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 manner

* minimum qualification requirements

COMPETENCIES

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

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PRESENTER (cont.)

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 and investigations, etc.)

CERTIFICATION & MAINTENANCE REQUIREMENTS

Each Calendar Year

Participating in ALL mandatory Presenter trainings, including 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

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 and exam development initiatives.

CRITICAL TASKS

- Coordinating with stakeholders to ensure that the classroom and equipment are adequate for a course administration
- Preparing instructor and student materials for a 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 a course administration
- 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 that 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

- Current certification(s) in course content and/or topic area(s) *
- Knowledge of specific NTC course content and/or relevant 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
- Knowledge of the delivery techniques and strategies that support an effective learning environment
- Knowledge of the communication techniques and strategies that enhance the student 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 manner

* minimum qualification requirements

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INSTRUCTOR (cont.)

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, and 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 course administration
- **Instructor Communication**—Interacts and communicates effectively with students throughout a course administration, expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA

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, including webinars and development activities
- Must provide documentation (inspection reports) verifying current applicable content domain certification

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*

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, Safety Program Certification, and Instructor Development (*Tiers 1, 2, and 3*) courses in which they are certified.

CRITICAL TASKS

- Coordinating with stakeholders to ensure that the classroom and equipment are adequate for course administration
- Preparing Instructor and student materials for a 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 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 that documentation and administrative materials are returned to the NTC
- Coordinating with stakeholders to ensure that field evaluation documentation is returned to the NTC
- Coordinating with stakeholders to participate in course and exam development initiatives
- Expressing the importance of NTC trainings and the NTC's overall mission within the DOT FMCSA
- Identifying areas of development for coursework and administrative policies, procedures, and guidance
- Coordinating with stakeholders to schedule Presenter and Instructor field evaluations
- 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 and Instructors

KNOWLEDGE & SKILLS

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

* minimum qualification requirements

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MASTER INSTRUCTOR (cont.)

KNOWLEDGE & SKILLS

- Knowledge of time management techniques and strategies *
- Knowledge of the delivery techniques and strategies that support an effective learning environment *
- Knowledge of the communication techniques and strategies that enhance the student 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 manner *
- 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

* minimum qualification requirements

COMPETENCIES

- **Performance Evaluation**—Documents and scores Instructor performance accurately using the NTC Presenter or Field Evaluation Worksheets and administers evaluations per 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

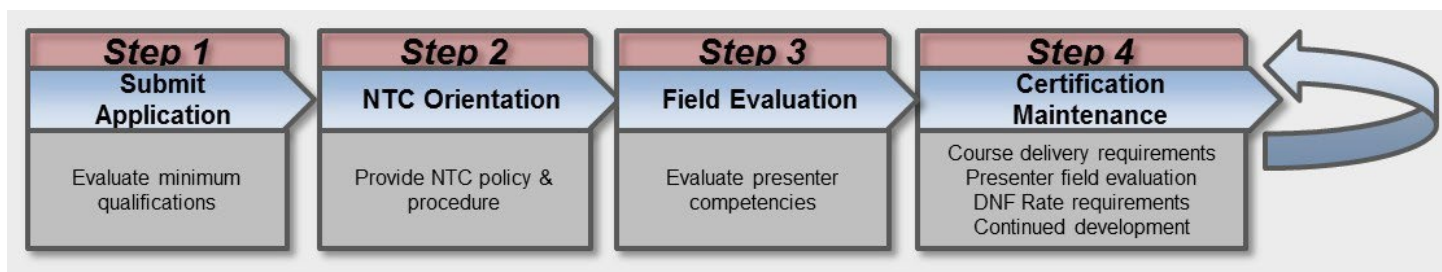
- Completing a MINIMUM of six (6) field evaluations
- Delivering a MINIMUM of two (2) NTC course administrations
- Participating in ALL mandatory Instructor trainings, including webinars and development activities

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

APPENDIX C. PROCEDURES FOR CERTIFICATION AND MAINTENANCE REQUIREMENTS

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. Prior to completing the field evaluation, with the permission of their State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe an administration of the course in which certification is sought.

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 course administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to determine whether the minimally acceptable performance requirements have been met. ***Presenters are required to meet or exceed a total score of 68 points on the evaluation worksheets to pass the field evaluation.*** Following the 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.

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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 webinars and development activities

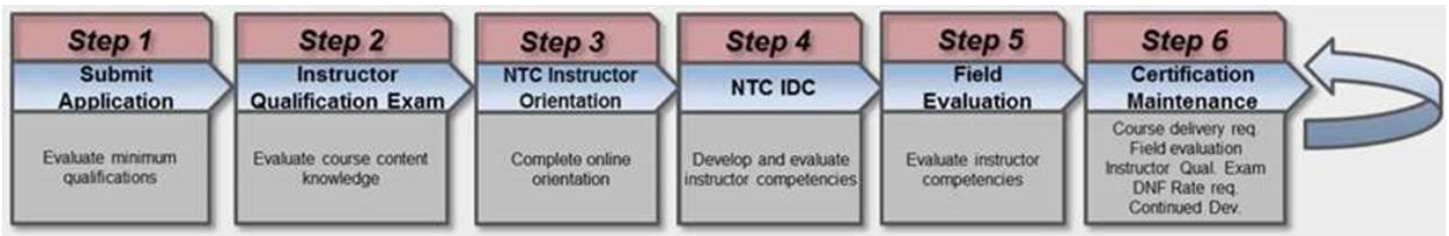
Preceding Two Calendar Years

- 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
Knowledge of specific NTC course content and/or relevant topic area(s) *	X			X
Knowledge of inspection/investigation processes relevant to course content or topic area(s) *	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 administrative 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 the delivery techniques and strategies that support an effective learning environment			X	X
Knowledge of the communication techniques and strategies that enhance the student learning experience			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 manner			X	X

* minimum qualification requirement

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 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 for each course 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 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 administration of the NTC IDC.

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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 at the next available administration of the course in which certification is sought. During the course administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to determine whether the minimally acceptable performance requirements have been met. ***Instructor candidates are required to meet or exceed a total score of 75 points on the evaluation worksheets to pass the field evaluation.*** Following the successful completion of a 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, including webinars and development activities
- Must provide documentation (inspection reports) verifying current applicable content domain certification

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*

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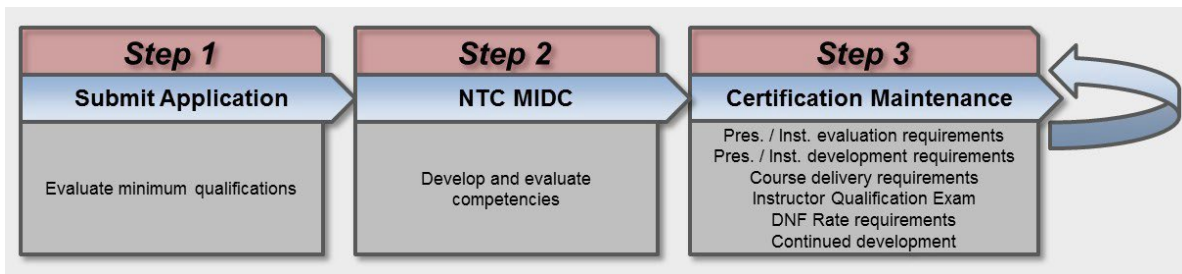
NTC Instructor Development Program Manual

Version 2.2, June 21, 2022

INSTRUCTOR EVALUATION MATRIX	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
KNOWLEDGE & SKILL	APPLICATION	QUALIFICATION EXAM	ORIENTATION	IDC	FIELD EVALUATION	MAINTENANCE
Current certification(s) in course content and/or topic area(s) *	X	X		X		X
Knowledge of specific NTC course content and/or relevant topic area(s) *	X	X				X
Knowledge of inspection and 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	X
Knowledge of NTC requirements to deliver NTC coursework			X	X	X	X
Knowledge of NTC requirements to administer NTC exams and assessment exercises			X	X	X	X
Knowledge of NTC requirements to return documentation and administrative materials			X	X	X	X
Knowledge of professional standards at the NTC			X	X	X	X
Knowledge of time management techniques and strategies				X	X	X
Knowledge of the delivery techniques and strategies that support an effective learning environment				X	X	X
Knowledge of the communication techniques and strategies that enhance the student learning experience				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

* minimum qualification requirement

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. During the Master Instructor training, candidates will be evaluated to determine whether the minimally acceptable performance requirements have been met. 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. 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 course administrations
- Participating in ALL mandatory Instructor trainings, including 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
Current certification(s) in course content and/or topic area(s) *	X		X
Knowledge of specific NTC course content and/or relevant topic area(s) *	X		X
Knowledge of inspection and investigation processes relevant to course content or topic area(s) *	X		X
Knowledge of NTC requirements to prepare for NTC course administration *	X		X
Knowledge of NTC requirements to deliver NTC coursework *	X		X
Knowledge of NTC requirements to administer NTC exams and assessment exercises *	X		X
Knowledge of NTC requirements to return documentation and administrative materials *	X		X
Knowledge of professional standards at the NTC *	X		X
Knowledge of time management techniques and strategies *	X		X
Knowledge of the delivery techniques and strategies that support an effective learning environment *	X		X
Knowledge of the communication techniques and strategies that enhance the learning experience *	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 manner *		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

* minimum qualification requirement

APPENDIX D. SUPPORTING PROGRAM WORKSHEETS AND FORM



NTC INSTRUCTOR CERTIFICATION PROGRAM APPLICATION

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

APPLICANT		STATE POC/FEDERAL SUPERVISOR	
Name		Name	
Email Address		Email Address	
Telephone		Telephone	
Mailing Address		Mailing Address	
LEVEL OF CERTIFICATION			
PRESENTER		INSTRUCTOR	MASTER INSTRUCTOR
COURSE CONTENT DOMAIN			
Cargo Tank Inspection		New Entrant Safety Audit	
Cargo Tank Facility Review		North American Standards—Part A	
General Hazardous Materials		North American Standards—Part B	
Commercial Enforcement and Consumer Protection		Other Bulk Packaging	
Investigative Safety Analysis		Passenger Carrier Vehicle Inspection	
Skill Performance Evaluation		Other:	
MINIMUM QUALIFICATIONS CHECKLIST			
PRESENTER	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). Please attach your resume and proof of current inspections completed.		
INSTRUCTOR	Successful completion of NTC course(s) in which certification is sought. Please attach your certificate. Two (2) most current consecutive 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). Please attach your resume and proof of current inspections completed. Two (2) most current consecutive years of inspection reports.		
MASTER INSTRUCTOR	Currently an NTC-certified instructor Already delivered a MINIMUM of fifteen (15) Tier 2 NTC trainings Received a documentable negative feedback (DNF) rate NO HIGHER THAN 20.0% over instructor tenure		
APPLICATION CONFIRMATION			
SUPERVISOR		APPLICANT	
I 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 their certification maintenance requirements.		I 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.	
Supervisor's Signature		Applicant's Signature	
Supervisor's Printed Name	Date (MM/DD/YYYY)	Applicant's Printed Name	Date (MM/DD/YYYY)

Please note that the NTC will not accept applications for multiple course certifications.

Revised: 01/31/2022

Initial instructor certification must be achieved prior to the submission of additional applications.



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 scheduled until the NTC has received this form completed in its entirety.

Check the applicable course and, using the corresponding drop-down, select the number of exams you are requesting:

Cargo Tank Inspection
Cargo Tank Facility Review
Enforcement Procedures—Investigative
Enforcement Procedures—Roadside
General Hazardous Materials
Consumer Protection
Investigative Safety Analysis
Skill Performance Evaluation

New Entrant Safety Audit
New Entrant Safety Audit Workshop
North American Standards—Part A
North American Standards—Part A (Hawaii)
North American Standards—Part B
Other Bulk Packaging
Passenger Carrier Vehicle Inspection
Other:

Indicate the reason for the request (only one choice is permitted):

Student Retest

The student did not pass the course exam on the previous attempt.

Student Challenge

The student wishes to renew certification by passing the exam.

Instructor Qualification

The candidate will attempt to demonstrate Instructor-level proficiency.

*****DIVISION ADMINISTRATOR REVIEW*****

Printed Name:

Signature:

Date: (mm/dd/yyyy)

SUPERVISOR/REQUESTOR

Name:

Email Address:

Telephone:

STUDENT/INSTRUCTOR

Name	Original Exam (for Student Retest only)	Retest/Challenge/Qualification Exam Administration
	Date: (mm/dd/yyyy) City, State:	Date: (mm/dd/yyyy) City, State:
	Date: (mm/dd/yyyy) City, State:	Date: (mm/dd/yyyy) City, State:
	Date: (mm/dd/yyyy) City, State:	Date: (mm/dd/yyyy) City, State:
	Date: (mm/dd/yyyy) City, State:	Date: (mm/dd/yyyy) City, State:
	Date: (mm/dd/yyyy) City, State:	Date: (mm/dd/yyyy) City, State:

Revised: 12/31/2021



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>		
<input type="checkbox"/> Advanced Explosives <input type="checkbox"/> Advanced HWHS <input type="checkbox"/> Advanced Roadside HM <input type="checkbox"/> Academy Course: <input type="checkbox"/> Cargo Tank Facility Review <input type="checkbox"/> Cargo Tank Inspection <input type="checkbox"/> Commercial Enforcement and Consumer Protection <input type="checkbox"/> Drug Interdiction Assistance Program <input type="checkbox"/> Enforcement Procedures - Investigative <input type="checkbox"/> Enforcement Procedures - Roadside <input type="checkbox"/> General Hazardous Materials	<input type="checkbox"/> Investigative Safety Analysis <input type="checkbox"/> New Entrant Safety Audit <input type="checkbox"/> New Entrant Safety Audit Workshop <input type="checkbox"/> Norma Norte Americana - Parte B (NNA-B Mexico) <input type="checkbox"/> North American Standard - Part A <input type="checkbox"/> North American Standard - Part A (Alaska) <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"/> Skill Performance Evaluation <input type="checkbox"/> Other: _____	
CERTIFICATION CANDIDATE / INCUMBENT		
Name:		
Email Address:		
Telephone:		
*Requested Date & Location:		
REQUEST CONFIRMATION		
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.		
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



NTC Field Evaluation Worksheets

Presenter / Instructor Name: _____

Course / Lesson: _____

Evaluator Name: _____

Date (MM/DD/YYYY): _____

Location (City, State): _____

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

January 31, 2022

Version 4.0.1



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, and 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	

ORGANIZATION AND PREPARATION (15 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Prepared training materials for course administration:					
1 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	2	3 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	4	5 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 Student seats were missing/broken and/or workspace or visibility was inadequate	2	3 Ensured seats were available for all students with adequate workspace for materials, made sure students could adequately view materials	4	5 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 Failed to confirm all equipment was available and/or operational, had issues operating equipment	2	3 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	4	5 Confirmed all equipment (e.g., laptop, audio/visual, demo. equipment) was available and fully operational, operated all equipment to its fullest potential	
					TOTAL:
<u>NOTES / COMMENTS:</u>					

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	

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 Provided vague instructions to students and/or violated one or more administrative guidelines or procedures	2	3 Provided instructions to students, followed administrative guidelines and procedures, monitored course administration to ensure the exam time limit was enforced	4	5 Provided clear instructions to students, followed administrative guidelines and procedures, monitored course administration to prevent academic dishonesty and enforce the exam time limit	
Emphasized the importance of exam and material security:					
1 Did not emphasize the importance of exam and material security	2	3 Briefly discussed the importance of exam and material security	4	5 Discussed in detail the importance of exam and material security. Emphasized it on several occasions. Described possible consequences of violations	
TOTAL:					

NOTES / COMMENTS:

STUDENT ENGAGEMENT (25 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Encouraged questioning and responded to student questions effectively:					
1 Provided unclear or inaccurate explanations and/or responses to student questions	2	3 Provided accurate explanations and responses to student questions but did not elaborate when appropriate	4	5 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 Did not provide effective and/or relevant examples to illustrate course content	2	3 Provided several examples or anecdotes that better illustrated course content and encouraged/expressed appreciation for student participation	4	5 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 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	2	3 Asked several questions to identify students' level of retention and comprehension of course content	4	5 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 Provided minimal, individualized student feedback that was predominantly disengaging, negative, or positive	2	3 Provided student performance feedback that may have been more positive or negative and identified actions/resources for performance improvement	4	5 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 Was impersonal and/or unapproachable, did not encourage collaboration in class, and/or did not address classroom disruptions and distractions	2	3 Had a neutral demeanor and/or passively responded to any classroom disruptions or distractions, encouraged collaboration in class	4	5 Was friendly, enthusiastic, encouraged collaboration in class, and immediately mitigated any classroom disruptions or distractions in an appropriate manner	
NOTES / COMMENTS:					TOTAL:

INSTRUCTOR COMMUNICATION (20 pts.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Used effective verbal communication techniques:					
1 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	2	3 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	4	5 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 Made minimal eye contact with students, read from notes or screen, exhibited distracting body language	2	3 Made eye contact with some students and referenced notes to ensure content accuracy and coverage with acceptable body language for communication	4	5 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 Did not comply with NTC dress and grooming standards and/or was judgmental of the NTC, its courses, and materials	2	3 Complied with some NTC dress and grooming standards, remained neutral in judgment of the NTC, its courses, and materials	4	5 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 Acted unprofessionally during the training by using derogatory, off-color, and/or offensive remarks, to include regularly showing signs of frustration	2	3 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)	4	5 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	
NOTES / COMMENTS:					TOTAL:

EVALUATION FEEDBACK CONFIRMATION

I 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 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)