INSTRUCTOR CERTIFICATION PROGRAM MANUAL

Federal Motor Carrier Safety Administration
National Training Center

Version 1.4
August 15, 2017
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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 Certification Program (hereafter referred to as the “Instructor Certification Program”) is designed to ensure that individuals serving in these roles can do so effectively and consistently.

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

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

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

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

**PRESENTER**

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

- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content delivery and activity time effectively throughout the administration.
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure documentation and administration materials are returned to NTC.
- Represent NTC in a professional and positive way.

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

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

COMPETENCIES:
   o **Organization and Preparation** – Organizes and prepares classroom and materials for NTC course administration.
   o **Content Delivery** – Delivers course content and activities according to NTC Instructor Guide and NTC rules, guidelines, and procedures. Organizes and manages time effectively throughout administration.
   o **Student Engagement** – Interacts with students during administrations in a way that enhances their learning experience.
   o **Instructor Communication** – Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.

PROCEDURES FOR CERTIFICATION & MAINTENANCE

![Step 1: Submit Application](image1)
![Step 2: NTC Orientation](image2)
![Step 3: Field Evaluation](image3)
![Step 4: Certification Maintenance](image4)

Figure 2. NTC Presenter Certification and Certification Maintenance Process

**STEP #1: Submit Application for Approval**
Presenter applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed [Instructor Certification Program Application](#) and all required supporting materials to NTC for review. Upon final approval, candidates will be notified by NTC that they are permitted to complete an orientation.
STEP #2: Complete NTC Orientation
Presenter candidates will have up to 30 days following notification from NTC to complete the web-based NTC Instructor Orientation. The orientation will include information about 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 NTC to schedule a Field Evaluation. With the permission of State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe an administration of the course in which certification is sought prior to completing the Field Evaluation.

STEP #3: Pass the Field Evaluation
Presenter candidates must coordinate with their State POCs/Federal supervisors and NTC in submitting a completed Field Evaluation Request Form. Field Evaluations must be approved by and coordinated with NTC to be used for certification purposes. If possible, the evaluation will be completed the next available administration of the course in which certification is sought. During the administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to identify if he/she meets the minimally acceptable performance requirements. Presenters are required to meet or exceed a total score of 68 points on the evaluation worksheets to pass the Field Evaluation. Following successful completion of a Field Evaluation and final NTC approval, certified individuals will be permitted to volunteer as Presenters for administrations of the NTC course(s) in which they are certified.

STEP #4: Meet 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
- Participate in ALL mandatory Presenter training, webinar, and development activities.

Preceding Two Calendar Years
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%.
- Receive a passing score on most recent Field Evaluation.

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

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

- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content and activity time effectively throughout the administration.
- Administer written exams and assessment exercises according to NTC guidelines and procedures (if applicable).
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure documentation and administration materials are returned to NTC.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Represent NTC in a professional and positive way.

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

- Knowledge of relevant NTC course content and/or topic area(s).
- Knowledge of inspection/investigation processes relevant to course content or topic area(s).
- Knowledge of NTC requirements for preparing for NTC course administration.
- Knowledge of NTC requirements for delivering NTC coursework.
- Knowledge of NTC requirements for administering NTC exams and assessment exercises.
- Knowledge of NTC requirements for returning documentation and administration materials.
- Knowledge of NTC’s professional standards.
- Knowledge of time management techniques and strategies.
- Knowledge of delivery techniques and strategies that support an effective learning environment.
- Knowledge of communication techniques and strategies that enhance student learning experiences.
- Skill in managing the delivery of course content and administration of course activities.
- Skill in creating and maintaining an effective learning environment.
- Skill in communicating with students in a way that enhances their learning experiences.
- Skill in interacting with students and other course stakeholders in a professional way.
COMPETENCIES:

- **Organization and Preparation** – Organizes and prepares classroom and materials for NTC course administration.
- **Content Delivery** – Delivers course content and activities according to NTC Instructor Guide. Organizes and manages time effectively throughout administration. Delivers written exams and assessment exercises according to NTC rules, guidelines, and procedures.
- **Student Engagement** - Interacts with students during administrations in a way that enhances their learning experience.
- **Instructor Communication** – Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.

PROCEDURES FOR CERTIFICATION & MAINTENANCE

![Diagram of the NTC Instructor Certification and Certification Maintenance Process]

**Figure 3. NTC Instructor Certification and Certification Maintenance Process**

**STEP #1: Submit Application for Approval**
Instructor applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed Instructor Certification Program Application and all required supporting materials to NTC for review. Upon final approval, candidates will be notified by NTC that they are permitted to request a qualification exam.

**STEP #2: Pass 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(s) for the course(s) in which certification is sought. Candidates are required to complete their initial Qualification Examination(s) within 90 days of NTC application approval. More information on Instructor Qualification Examinations can be found in the Evaluation and Program Requirements section of this document. Once candidates have met the examination requirements, they are eligible to complete an instructor development course (IDC).
STEP #3: Complete NTC Instructor Development Course (IDC)
Instructor candidates are required to coordinate with their State POCs/Federal supervisors and NTC to schedule their participation in the next available administration of the NTC IDC.

STEP #4: Pass the Field Evaluation
Instructor candidates must coordinate with their State POCs/Federal supervisors and NTC in submitting a completed Field Evaluation Request Form. If possible, the evaluation will be completed the next available administration of the course in which certification is sought. Field Evaluations must be approved by and coordinated with NTC to be used for certification purposes. During the administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to identify if he/she meets the minimally acceptable performance requirements. Instructors are required to meet or exceed a total score of 75 points on the evaluation worksheets to pass the Field Evaluation. Following successful completion of a Field Evaluation and final NTC approval, certified individuals will be permitted to volunteer as Instructors for administrations of the NTC course(s) in which they are certified.

STEP #5: Meet 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
- Delivered a MINIMUM of two (2) NTC course administrations.
- Participated in ALL mandatory Instructor training, webinar, and development activities.

Preceding Two Calendar Years
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%.
- Received a passing score on most recent Field Evaluation.
- Successfully completed an Instructor Qualification Exam for each certified NTC course.

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

MASTER INSTRUCTOR
Master Instructors coach, develop, and evaluate the performance of Presenters / 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 / exam development.
initiatives. Master Instructors may also deliver coursework, facilitate activities, and administer examinations and assessment exercises for the Outreach and Education; Safety Program Certification; and Instructor Development (Tiers 1, 2, and 3) courses in which they are certified. The critical tasks for a Master Instructor include the following:

- Coordinate with stakeholders to schedule Presenter/Instructor Field Evaluations.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Document Presenter/Instructor performance during the administration of NTC coursework.
- Evaluate Presenter/Instructor performance against Field Evaluation Worksheets to determine scores.
- Provide performance feedback and guidance to Presenters/Instructors.
- Coordinate with stakeholders to ensure Field Evaluation documentation is returned to NTC.
- Identify areas of development for coursework and administration policy, procedure, and guidance.
- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content and activity time effectively throughout the administration.
- Administer written exams and assessment exercises according to NTC guidelines and procedures (if applicable).
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure administration materials and documentation are returned to NTC.
- Represent NTC in a professional and positive way.

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

- Knowledge of relevant NTC course content and/or topic area(s).
- Knowledge of inspection/investigation processes relevant to course content or topic area(s).
- Knowledge of NTC requirements for preparing for NTC course administration.
- Knowledge of NTC requirements for delivering NTC coursework.
- Knowledge of NTC requirements for administering NTC exams and assessment exercises.
- Knowledge of NTC requirements for returning documentation and administration materials.
- Knowledge of NTC’s professional standards.
- Knowledge of time management techniques and strategies.
- Knowledge of delivery techniques and strategies that support an effective learning environment.
- Knowledge of communication techniques and strategies that enhance student learning experiences.
- Skill in managing the delivery of course content and administration of course activities.
- Skill in creating and maintaining an effective learning environment.
- Skill in communicating with students in a way that enhances their learning experiences.
- Skill in interacting with students and other course stakeholders in a professional way.
- Knowledge of NTC requirements for evaluating Presenter/Instruction performance.
- Knowledge of techniques and strategies for providing performance feedback.
- Knowledge of techniques and strategies for coaching and improving performance.
- Skill in providing performance feedback to Presenters/Instructors.
- Skill in providing coaching and improving Presenter/Instruction performance.

**COMPETENCIES:**

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

**PROCEDURES FOR CERTIFICATION & MAINTENANCE**

**STEP #1: Submit Application for Approval**

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

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

Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors and NTC to schedule their participation in the next available administration of the NTC MIDC. During the administration, Master Instructor performance will be evaluated to identify if they meet the minimally acceptable performance requirements. 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: Meet 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**
- Completed a MINIMUM of six (6) Field Evaluations.
- Delivered a MINIMUM of two (2) NTC course administrations.
- Participated in ALL mandatory Instructor training, webinar, and development activities.

**Preceding Two Calendar Years**
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%.
- Successfully completed an Instructor Qualification Exam for each certified NTC course.

An overview of the Master Instructor role requirements can be found in Appendix B, while the process for certification and evaluation matrix can be found in Appendix C. More detail on documentable negative feedback can be found in the Maintenance Requirements section of this document. Master Instructor certifications may be suspended at any time as deemed appropriate and approved by the NTC Director. Additional information on certification expiration and suspension can be found in the Certification Validity section of this document.
NTC Instructor Certification Program Manual
Version 1.4, August 15, 2017

PROGRAM ADMINISTRATION
The Instructor Certification Program requires the coordination and support of several stakeholders to be successful. NTC staff is responsible for the administration and integrity of the program, while partnering state programs and individuals seeking certification are responsible for supporting and complying with the program requirements. The components that support the administration of the program are detailed in the sections that follow: 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 an applicant for certification under NTC’s Instructor Certification Program. NTC staff will review received applications and supporting documents for completeness, evaluate them against the minimum qualifications, and provide status notifications to the applicant and partnering state program. Applicants that do not meet the minimum qualifications for the certification being sought will not move forward in the certification process. Applicants who meet the minimum qualification requirements and receive approval by NTC are thereafter considered candidates of the program. For reference, the minimum qualifications for each level of certification are identified in Appendix B. The date of status change and the codes in the table below are used by NTC to denote and document the status of a candidate’s application.

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<td>INCOMPLETE</td>
<td>The applicant’s application is incomplete or missing supporting documentation.</td>
</tr>
<tr>
<td>APPROVED</td>
<td>The applicant’s application has been approved for the next step of the process.</td>
</tr>
<tr>
<td>DENIED</td>
<td>The information provided by the applicant does not meet the minimum qualification requirements for the course(s) or level of certification.</td>
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EVALUATION AND PROGRAM REQUIREMENTS
The requirements of the program and its performance evaluations are based on industry best practices, as well as the knowledge, skills, and competencies supporting each certification role’s critical tasks. The administration of program components supporting the evaluation of candidate and certification incumbent (hereafter, referred to as “incumbent”) knowledge, skills, and competencies are detailed below.

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

ADDITIONAL COURSE CERTIFICATIONS

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

![Process for Additional Tier 1 and Tier 2 Course Certification](image)

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 instruct. Master Instructors must coordinate with NTC to request, schedule, and complete any TTT seminars required for certification in a Tier 3 course.

FIELD EVALUATION WORKSHEETS

The evaluation worksheets assist NTC in identifying candidates who are able to meet the minimally acceptable performance levels of their role. The targeted competencies are based on the critical tasks of each role and candidate performance is evaluated using 5-point, behaviorally anchored rating scales (BARS). The cut scores of the evaluation worksheets are based on the minimally acceptable performance level ratings identified by NTC and adult learning subject matter experts. The NTC Instructor Orientation (Presenters/Instructors) and NTC IDC (Instructors) provide candidates with information about the competencies being evaluated in the worksheets. Although Presenters and Instructors are evaluated against the same set of worksheets, the passing score for each role is based on the minimally acceptable performance (MAP) level established by NTC and instructional experts for the specific role (i.e., 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. Only Master Instructors who have received NTC training (i.e., MIDC or Field Evaluation Workshop) are permitted to administer candidate evaluations. Only candidates who have been approved by NTC for Field Evaluation may be evaluated by the Master Instructor. During a Field Evaluation, Master Instructors observe and evaluate candidates against the evaluation worksheets. The length of field observation should include the entire length of the course being administered. Master Instructors are permitted to provide performance feedback to candidates during breaks, but may not disrupt candidates or interject while the course is in session. The only acceptable justification for a Master Instructor to disrupt or interject is if he/she believes the candidate’s actions are detrimental to the integrity of the instruction (e.g., providing inaccurate information that could lead to a student safety hazard). At the conclusion of the Field Evaluation, the Master Instructor will provide summary performance feedback, the Field Evaluation results, as well as any coaching and development feedback that is appropriate. Both the Master Instructor and Presenter / Instructor being evaluated must sign and date the evaluation worksheets at the conclusion of the Field Evaluation affirming that results and feedback were 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. Specifically, there are requirements that must be met annually, as well as by the conclusion of the two-year period for which the certification(s) is valid. In addition to participating in mandatory NTC training and development events, incumbents must meet minimum course administration; qualification examination; Field Evaluation; and documentable negative feedback rate.
MINIMUM COURSE ADMINISTRATIONS

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

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

RECURRING QUALIFICATION EXAMINATIONS

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

E.g., An Instructor was certified to deliver NAS A, NAS B, and PVI courses in March of 2015. He/she is required to pass all three qualification examinations before December 31, 2017 in support the maintenance of his/her certification. If he/she only completes qualification examinations for NAS A and NAS B during that time period, he/she may still be eligible for certification under the program, however, his/her authority to deliver the PVI course will expire December 31, 2017 until he/she passes the PVI qualification examination.

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

RECURRING FIELD EVALUATIONS

In addition to passing Field Evaluations for initial certification, Presenter and Instructor incumbents must complete subsequent Field Evaluations in support of maintaining their certification. Only incumbents who have been approved by NTC 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.

E.g., An Instructor was certified to deliver GHM and CTI courses in May of 2015. He/she successfully passed a Field Evaluation during a GHM administration in January of 2016, but then failed a Field Evaluation for a CTI administration in June of 2017. Unless the instructor passes an additional Field Evaluation by December 31, 2017, his/her Instructor certification will effectively expire and he/she will not be permitted to deliver NTC coursework until he/she passes a Field Evaluation.
In support of program and resource efficiency, Master Instructors may evaluate more than one program incumbent during a single course administration. However, Master Instructors are required to keep separate notes and evaluation records, as well as provide 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 in support of maintaining the quality of NTC coursework delivery. An instance of DNF is based on course administration, rather than the number of occurrences within an administration (e.g., if 5 complaints were received during a single administration, it would be noted as 1 instance in the instructor’s file). NTC will review negative feedback received from course stakeholders (i.e., co-instructors, students, or NTC staff) and notify incumbents if it is to be documented in their file. The **DNF rate** represents the number of instances of negative feedback against the total number of administrations (e.g., if 1 instance was recorded out of 4 total administrations across a two-year period, this would yield a DNF rate of 25%). Examples of negative feedback warranting documentation include when an incumbent:

- Inappropriately delivers NTC course content (e.g., ignores, modifies, or includes additional content that changes the scope and/or depth of the course content).
- Ineffectively responds to student questions (e.g., inaccurate or contradictory responses amongst instructors).
- Fails to maintain an effective learning environment (e.g., overly negative feedback to students; lectured to students without engaging them).
- Represents NTC in a negative way (e.g., made comments undermining the integrity of coursework).
- Fails to maintain NTC instructor and professional standards (e.g. used derogatory, off-color, and/or offensive remarks during the course; was rude or abrasive to students/co-instructors).
- Fails to adhere to the NTC Exam Administration Guidelines and/or compromises score integrity.
- Fails to return administration materials according to NTC procedures (e.g., does not return extra materials/exams, bubble sheets, and/or Student Summary Report).

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

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

**CERTIFICATION VALIDITY**

Incumbent certifications are **valid for a period of two (2) calendar years** following the year in which they were granted. If incumbents are certified before June 30th, they must meet annual certification maintenance requirements for that calendar year of certification. However, if
incumbents are certified after June 30th, they are not required to meet the annual certification maintenance requirements until the following calendar year.

E.g., An Instructor was certified to deliver NAS A courses in April of 2015. The Instructor is required to meet his/her annual certification requirements for 2015. If all maintenance requirements are not met throughout his/her certification period, his/her certification will expire on December 31, 2017. If he/she meets the requirements during that period, his/her certification will be extended to December 31, 2019.

CERTIFICATION EXPIRATION AND SUSPENSION

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

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

- Failed to meet the minimum score or complete a qualification exam within the time allotted.
- Failed to meet the minimally acceptable performance requirements during a Field Evaluation.
- Delivered NTC coursework in which the incumbent was not certified.
- Administered evaluation worksheets without prior authorization.
- Violated 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 be 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.

<table>
<thead>
<tr>
<th>TIER 3</th>
<th>INSTRUCTOR DEVELOPMENT</th>
<th>TIER 2</th>
<th>SAFETY PROGRAM CERTIFICATION</th>
<th>TIER 1</th>
<th>OUTREACH AND EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Instructor Development Course (IDC)</td>
<td><strong>TIER 2</strong></td>
<td>• Basic Investigative Techniques (BIT)</td>
<td><strong>TIER 1</strong></td>
<td>• Enhanced Drug &amp; Alcohol (EDA)</td>
</tr>
<tr>
<td></td>
<td>• Master Instructor Development Course (MIDC)</td>
<td></td>
<td>• Cargo Tank Facility Review (CTFR)</td>
<td></td>
<td>• Crash Basic Indicator (CBI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Cargo Tank Inspection (CTI)</td>
<td><strong>TIER 1</strong></td>
<td>• Commercial Driver’s License (CDL)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Commercial Motor Vehicle Criminal Interdiction (CMVCI)</td>
<td><strong>TIER 1</strong></td>
<td>• Commercial Motor Vehicle (CMV)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Enforcement Procedures (EP) – Inspector</td>
<td><strong>TIER 1</strong></td>
<td>• Comprehensive Safety Analysis (CSA) – Phase III</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Enforcement Procedures (EP) – Investigator</td>
<td><strong>TIER 1</strong></td>
<td>• Electronic Mapping and Monitoring Technology (EMMT)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• General Hazardous Materials (GHM)</td>
<td><strong>TIER 1</strong></td>
<td>• Enhanced Investigative Techniques (EIT) [Fed.]</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Commercial Enforcement and Consumer Protection (CECP)</td>
<td><strong>TIER 1</strong></td>
<td>• Food Safety (FS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Investigative Safety Analysis (ISA)</td>
<td><strong>TIER 1</strong></td>
<td>• Investigative Techniques (IT) [State]</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• North American Standard - Part A (NAS A)</td>
<td><strong>TIER 1</strong></td>
<td>• Large Trucks and Buses (LTB)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• North American Standard - Part B (NAS B)</td>
<td><strong>TIER 1</strong></td>
<td>• Unified Registration System (URS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• New Entrant Safety Audit (NESA)</td>
<td><strong>TIER 1</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Other Bulk Packaging (OBP)</td>
<td><strong>TIER 1</strong></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Passenger Vehicle Inspection (PVI)</td>
<td><strong>TIER 1</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>TIER 2</strong></td>
<td>• Skill Performance Evaluation (SPE)</td>
<td><strong>TIER 1</strong></td>
<td></td>
</tr>
</tbody>
</table>

Current as of 12/28/2015
APPENDIX B – INSTRUCTOR CERTIFICATION DESCRIPTIONS AND REQUIREMENTS
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 include written examinations or assessment exercises (Tiers 2 and 3).

**Critical Tasks**
- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content delivery and activity time effectively throughout the administration.
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure documentation and administration materials are returned to NTC.
- Represent NTC in a professional and positive way.

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

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

**Competencies**
- **Organization and Preparation** – Organizes and prepares classroom and materials for NTC course administration.
- **Content Delivery** – Delivers course content and activities according to NTC Instructor Guide and NTC rules, guidelines, and procedures. Organizes and manages time effectively throughout administration.
- **Student Engagement** – Interacts with students during administrations in a way that enhances their learning experience.
- **Instructor Communication** – Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.

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

*Each Calendar Year*
- Participated in ALL mandatory Presenter training, webinar, and development activities.

*Preceding Two Calendar Years*
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%.
- Received a passing score on 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 for course administrations and subject matter experts (SMEs) for course/exam development initiatives.

### Critical Tasks

- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content and activity time effectively throughout the administration.
- Administer written exams and assessment exercises according to NTC guidelines and procedures (if applicable).
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure documentation and administration materials are returned to NTC.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Represent NTC in a professional and positive way.

### Knowledge & Skills

- Knowledge of relevant NTC course content and/or topic area(s).
- Knowledge of inspection/investigation processes relevant to course content or topic area(s).
- Knowledge of NTC requirements for preparing for NTC course administration.
- Knowledge of NTC requirements for delivering NTC coursework.
- Knowledge of NTC requirements for administering NTC exams and assessment exercises.
- Knowledge of NTC requirements for returning documentation and administration materials.
- Knowledge of NTC’s professional standards.
- Knowledge of time management techniques and strategies.
- Knowledge of delivery techniques and strategies that support an effective learning environment.
- Knowledge of communication techniques and strategies that enhance student learning experiences.
- Skill in managing the delivery of course content and administration of course activities.
- Skill in creating and maintaining an effective learning environment.
- Skill in communicating with students in a way that enhances their learning experiences.
- Skill in interacting with students and other course stakeholders in a professional way.

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

### Competencies

- **Organization and Preparation** – Organizes and prepares classroom and materials for NTC course administration.
- **Content Delivery** – Delivers course content and activities according to NTC Instructor Guide. Organizes and manages time effectively throughout administration. Delivers written exams and assessment exercises according to NTC rules, guidelines, and procedures.
- **Student Engagement** - Interacts with students during administrations in a way that enhances their learning experience.
- **Instructor Communication** – Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.
<table>
<thead>
<tr>
<th>INSTRUCTOR (CONT.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Qualifications</strong></td>
</tr>
<tr>
<td>• Successful completion of the NTC course(s) in which certification is sought.</td>
</tr>
<tr>
<td>• 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.).</td>
</tr>
<tr>
<td><strong>Certification Maintenance Requirements</strong></td>
</tr>
<tr>
<td><em>Each Calendar Year</em></td>
</tr>
<tr>
<td>• Delivered a MINIMUM of two (2) NTC course administrations.</td>
</tr>
<tr>
<td>• Participated in ALL mandatory Instructor training, webinar, and development activities.</td>
</tr>
<tr>
<td><em>Preceding Two Calendar Years</em></td>
</tr>
<tr>
<td>• A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%.</td>
</tr>
<tr>
<td>• Received a passing score on most recent Field Evaluation.</td>
</tr>
<tr>
<td>• Successfully completed an Instructor Qualification Exam <em>for each certified NTC course.</em></td>
</tr>
</tbody>
</table>
## Master Instructor

Master Instructors coach, develop, and evaluate the performance of Presenters / 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 / exam development initiatives. Master Instructors may also deliver coursework, facilitate activities, and administer examinations and assessment exercises for the Outreach and Education; Safety Program Certification; and Instructor Development (Tiers 1, 2, and 3) courses in which they are certified.

### Critical Tasks

- Coordinate with stakeholders to schedule Presenter/Instructor Field Evaluations.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Document Presenter/Instructor performance during administration of NTC coursework.
- Evaluate Presenter/Instructor performance against Field Evaluation Worksheets to determine scores.
- Provide performance feedback and guidance to Presenters/Instructors.
- Coordinate with stakeholders to ensure Field Evaluation documentation is returned to NTC.
- Identify areas of development for coursework and administration policy, procedure, and guidance.
- Coordinate with stakeholders to ensure classroom and equipment are adequate for administration.
- Prepare instructor and student materials for administration.
- Deliver course content to students according to NTC guidelines and procedures.
- Facilitate course activities with students according to NTC guidelines and procedures.
- Manage content and activity time effectively throughout the administration.
- Administer written exams and assessment exercises according to NTC guidelines and procedures (if applicable).
- Deliver course content to students in a way that supports an effective learning environment.
- Communicate with students in a way that enhances their learning experience.
- Coordinate with stakeholders to ensure documentation and administration materials are returned to NTC.
- Represent NTC in a professional and positive way.

### Knowledge & Skills

- Knowledge of relevant NTC course content and/or topic area(s).
- Knowledge of inspection/investigation processes relevant to course content or topic area(s).
- Knowledge of NTC requirements for preparing for NTC course administration.
- Knowledge of NTC requirements for delivering NTC coursework.
- Knowledge of NTC requirements for administering NTC exams and assessment exercises.
- Knowledge of NTC requirements for returning documentation and administration materials.
- Knowledge of NTC’s professional standards.
- Knowledge of time management techniques and strategies.
- Knowledge of delivery techniques and strategies that support an effective learning environment.
- Knowledge of communication techniques and strategies that enhance student learning experiences.
- Skill in managing the delivery of course content and administration of course activities.
- Skill in creating and maintaining an effective learning environment.
- Skill in communicating with students in a way that enhances their learning experiences.
- Skill in interacting with students and other course stakeholders in a professional way.
- Knowledge of NTC requirements for evaluating Presenter / Instructor performance.
- Knowledge of techniques and strategies for providing performance feedback.
- Knowledge of techniques and strategies for coaching and improving performance.
- Skill in providing performance feedback to Presenters / Instructors.
- Skill in providing coaching and improving Presenter / Instructor performance.

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

### Competencies

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* B-6
• **Performance Evaluation** – Documents and scores instructor performance accurately using the NTC Presenter or Field Evaluation Worksheets. Administers evaluations according to NTC rules, guidelines, and procedures.

• **Feedback and Coaching** – Provides effective performance feedback and guidance to Presenters / Instructors.

### Minimum Qualifications

- Current NTC Instructor certification.
- Delivery of a MINIMUM of fifteen (15) Tier 2 course administrations.
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0% over Instructor tenure.

### Certification Maintenance Requirements

#### Each Calendar Year

- Completed a MINIMUM of six (6) Field Evaluations.
- Delivered a MINIMUM of two (2) NTC course administrations.
- Participated in ALL mandatory Instructor training, webinar, and development activities.

#### Preceding Two Calendar Years

- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%.
- Successfully completed an Instructor Qualification Exam for each certified NTC course.
APPENDIX C – PROCEDURES FOR CERTIFICATION AND MAINTENANCE REQUIREMENTS
STEP #1: Submit Application for Approval
Presenter applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed Instructor Certification Program Application and all required supporting materials to NTC for review. Upon final approval, candidates will be notified by NTC that they are permitted to complete an orientation.

STEP #2: Complete NTC Orientation
Presenter candidates will have up to 30 days following notification from NTC to complete the web-based NTC Instructor Orientation. The orientation will include information about 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 NTC to schedule a Field Evaluation. With the permission of State POCs/Federal supervisors and NTC staff, candidates may volunteer to observe an administration of the course in which certification is sought prior to completing the Field Evaluation.

STEP #3: Pass the Field Evaluation
Presenter candidates must coordinate with their State POCs/Federal supervisors and NTC in submitting a completed Field Evaluation Request Form. Field Evaluations must be approved by and coordinated with NTC to be used for certification purposes. If possible, the evaluation will be completed the next available administration of the course in which certification is sought. During the administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to identify if he/she meets the minimally acceptable performance requirements. Following successful completion of a Field Evaluation and final NTC approval, certified individuals will be permitted to volunteer as Presenters for administrations of the NTC course(s) in which they are certified.

STEP #4: Meet 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**
- Participate in ALL mandatory Presenter training, webinar, and development activities.

**Preceding Two Calendar Years**
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%.
- Received a passing score on most recent Field Evaluation.

<table>
<thead>
<tr>
<th>PRESENTER EVALUATION MATRIX</th>
<th>STEP #1</th>
<th>STEP #2</th>
<th>STEP #2</th>
<th>STEP #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>KNOWLEDGE &amp; SKILL</td>
<td>APPLICATION</td>
<td>NTC ORIENTATION</td>
<td>FIELD EVALUATION</td>
<td>MAINTENANCE</td>
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<td>Knowledge of specific NTC course content and/or relevant topic area(s).</td>
<td>X</td>
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</tr>
<tr>
<td>Knowledge of inspection/investigation processes relevant to course content or topic area(s).</td>
<td>X</td>
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<tr>
<td>Knowledge of NTC requirements for preparing for NTC course administration.</td>
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<td>X</td>
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</tr>
<tr>
<td>Knowledge of NTC requirements for delivering NTC coursework.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Knowledge of NTC requirements for returning documentation and administration materials.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Knowledge of NTC’s professional standards.</td>
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<td>X</td>
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<tr>
<td>Knowledge of time management techniques and strategies.</td>
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</tr>
<tr>
<td>Knowledge of delivery techniques and strategies that support an effective learning environment.</td>
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<td>X</td>
<td></td>
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</tr>
<tr>
<td>Knowledge of communication techniques and strategies that enhance student learning experiences.</td>
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<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill in managing the delivery of course content and administration of course activities.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Skill in creating and maintaining an effective learning environment.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Skill in communicating with students in a way that enhances their learning experiences.</td>
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</tr>
<tr>
<td>Skill in interacting with students and other course stakeholders in a professional way.</td>
<td>X</td>
<td>X</td>
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</tr>
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</table>
STEP #1: Submit Application for Approval
Instructor applicants are required to coordinate with their State POCs/Federal supervisors in submitting a completed Instructor Certification Program Application and all required supporting materials to NTC for review. Upon final approval, candidates will be notified by NTC that they are permitted to request a qualification exam.

STEP #2: Pass 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(s) for the course(s) in which certification is sought. Candidates are required to complete their initial Qualification Examination(s) within 90 days of NTC application approval. More information on Instructor Qualification Examinations can be found in the Evaluation and Program Requirements section of this document. Once candidates have met the examination requirements, they are eligible to complete an instructor development course (IDC).

STEP #3: Complete NTC Instructor Development Course (IDC)
Instructor candidates are required to coordinate with their State POCs/Federal supervisors and NTC in submitting a completed NTC Instructor Development Course (IDC) Request Form to schedule their participation in the next available administration of the NTC IDC.

STEP #4: Pass the Field Evaluation
Instructor candidates must coordinate with their State POCs/Federal supervisors and NTC in submitting a completed Field Evaluation Request Form. Field Evaluations must be approved by and coordinated with NTC to be used for certification purposes. If possible, the evaluation will be completed the next available administration of the course in which certification is sought. During the administration, a Master Instructor will observe and evaluate the candidate against the Field Evaluation Worksheets to identify if he/she meets the minimally acceptable performance requirements. Following successful completion of a Field Evaluation and final NTC approval, certified individuals will be permitted to
volunteer as Instructors for administrations of the NTC course(s) in which they are certified.

**STEP #5: Meet 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**
- Delivered a MINIMUM of two (2) NTC course administrations.
- Participated in ALL mandatory Instructor training, webinar, and development activities.

**Preceding Two Calendar Years**
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 25.0%.
- Received a passing score on most recent Field Evaluation.
- Successfully completed an Instructor Qualification Exam for each certified NTC course.
## INSTRUCTOR EVALUATION MATRIX

<table>
<thead>
<tr>
<th>KNOWLEDGE &amp; SKILL</th>
<th>STEP #1</th>
<th>STEP #2</th>
<th>STEP #3</th>
<th>STEP #4</th>
<th>STEP #5</th>
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<td></td>
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<tr>
<td>Knowledge of inspection/investigation processes relevant to course content or topic area(s).</td>
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</tr>
<tr>
<td>Knowledge of NTC requirements for preparing for NTC course administration.</td>
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</tr>
<tr>
<td>Knowledge of NTC requirements for delivering NTC coursework.</td>
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</tr>
<tr>
<td>Knowledge of NTC requirements for administering NTC exams and assessment exercises.</td>
<td>X</td>
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</tr>
<tr>
<td>Knowledge of NTC requirements for returning documentation and administration materials.</td>
<td>X</td>
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<tr>
<td>Knowledge of NTC’s professional standards.</td>
<td>X</td>
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<tr>
<td>Knowledge of time management techniques and strategies.</td>
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</tr>
<tr>
<td>Knowledge of delivery techniques and strategies that support an effective learning environment.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge of communication techniques and strategies that enhance student learning experiences.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill in managing the delivery of course content and administration of course activities.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill in creating and maintaining an effective learning environment.</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Skill in communicating with students in a way that enhances their learning experiences.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill in interacting with students and other course stakeholders in a professional way.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Master Instructor**

**STEP #1: Submit Application for Approval**
Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors in submitting a completed Instructor Certification Program Application and all required supporting materials to NTC for review. Upon final approval, candidates will be eligible to complete the Master Instructor Development Course (MIDC).

**STEP #2: Complete the Master Instructor Development Course (MIDC)**
Master Instructor candidates are required to coordinate with their State POCs/Federal supervisors and NTC to schedule their participation in the next available administration of the NTC MIDC. Once candidates have met the evaluation requirements of the course, they will be eligible to carry out the responsibilities and tasks of a Master Instructor.

**STEP #3: Meet 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**
- Completed a MINIMUM of six (6) Field Evaluations.
- Delivered a MINIMUM of two (2) NTC course administrations.
- Participated in ALL mandatory Instructor training, webinar, and development activities.

**Preceding Two Calendar Years**
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%.
- Successfully completed an Instructor Qualification Exam for each certified NTC course.
<table>
<thead>
<tr>
<th>MASTER INSTRUCTOR EVALUATION MATRIX</th>
<th>KNOWLEDGE &amp; SKILL</th>
<th>STEP #1</th>
<th>STEP #2</th>
<th>STEP #3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Knowledge of relevant NTC course content and/or topic area(s).</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of inspection/investigation processes relevant to course content or topic area(s).</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC requirements for preparing for NTC course administration.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC requirements for delivering NTC coursework.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC requirements for administering NTC exams and assessment exercises.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC requirements for returning documentation and administration materials.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC’s professional standards.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of time management techniques and strategies.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of delivery techniques and strategies that support an effective learning environment.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of communication techniques and strategies that enhance student learning experiences.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in managing the delivery of course content and administration of course activities.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in creating and maintaining an effective learning environment.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in communicating with students in a way that enhances their learning experiences.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in interacting with students and other course stakeholders in a professional way.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of NTC requirements for evaluating Presenter / Instructor performance.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of techniques and strategies for providing performance feedback.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Knowledge of techniques and strategies for coaching and improving performance.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in providing performance feedback to Presenters / Instructors.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Skill in providing coaching and improving Presenter / Instructor performance.</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
APPENDIX D – SUPPORTING PROGRAM WORKSHEETS AND FORMS
# NTC Instructor Certification Program Application

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

For additional information on the NTC Instructor Certification Program, please refer to the program manual.

### Applicant Information

<table>
<thead>
<tr>
<th>Applicant</th>
<th>State POC / Federal Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Email Address:</td>
<td>Email Address:</td>
</tr>
<tr>
<td>Telephone:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>Mailing Address:</td>
<td>Mailing Address:</td>
</tr>
</tbody>
</table>

### Level of Certification

- [ ] Presenter
- [ ] Instructor
- [ ] Master Instructor

### Course Content Domain

- [ ] Cargo Tank Inspection
- [ ] Cargo Tank Facility Review
- [ ] Enforcement Procedures
- [ ] General Hazardous Materials
- [ ] Household Goods
- [ ] Investigative Safety Analysis
- [ ] Skill Performance Evaluation
- [ ] New Entrant Safety Audit
- [ ] North American Standard Part A
- [ ] North American Standard Part B
- [ ] Other Bulk Packaging
- [ ] Other

### Minimum Qualification 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, etc.). *Please attach resume.*

**Instructor:**

- Successful completion of the NTC course(s) in which certification is sought. *Please attach certificate.*
- 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.). *Please attach resume.*

**Master Instructor:**

- Currently a certified NTC Instructor.
- Delivered a MINIMUM of fifteen (15) Tier 2 NTC course administrations.
- A documentable negative feedback (DNF) rate NO HIGHER THAN 20.0% over instructor tenure.

### Application Confirmation

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

**Supervisor’s Printed Name**

**Signature**

**Date (MM/DD/YYYY)**

I, Applicant’s Name, meet all the minimum qualifications to serve in the requested capacity and agree to the certification maintenance requirements necessary in order to maintain my certification.

**Applicant’s Printed Name**

**Signature**

**Date (MM/DD/YYYY)**

Revised: 09/09/2015
## EXAMINATION REQUEST FORM

Please complete and submit this form to: [NTC-State-Program@dot.gov](mailto:NTC-State-Program@dot.gov).  
If you have any questions please call: (703) 235-6501

**NOTE:** All requests for exams to include “student retest, student challenge and instructor qualification” must be approved by the State Division Administrator prior to submission to NTC.

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

### NTC COURSE EXAM REQUESTED

<table>
<thead>
<tr>
<th>Course</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Task Inspection</td>
<td>New Entrant Safety Audit</td>
</tr>
<tr>
<td>Cargo Task Facility Review</td>
<td>North American Standards Part A</td>
</tr>
<tr>
<td>Enforcement Procedures – Investigative</td>
<td>North American Standards Part A Hawaii</td>
</tr>
<tr>
<td>Enforcement Procedures – Roadside</td>
<td>North American Standards Part B</td>
</tr>
<tr>
<td>General Hazardous Materials</td>
<td>Other Bulk Packaging</td>
</tr>
<tr>
<td>Commercial Enforcement and Consumer Protection</td>
<td>Passenger Vehicle Inspection</td>
</tr>
<tr>
<td>Investigative Safety Analysis</td>
<td>Still Performance Evaluation</td>
</tr>
<tr>
<td>Other:</td>
<td>Other:</td>
</tr>
</tbody>
</table>

### TYPE OF EXAM ADMINISTRATION

- **Student Retest**: Student did not pass the course exam on previous attempt
- **Student Challenge**: Student attempt to pass an exam after certification has expired
- **Instructor Qualification**: Candidate attempt to demonstrate instructor-level proficiency

### DIVISION ADMINISTRATOR REVIEW

**Printed Name:**  
**State:**  
- **Approve**  
- **Disapprove**  
  
**Signature:**  
**Date:**

### SUPERVISOR / REQUESTOR

**Name:**  
**Mailing Address for Exam Materials/Certificates:**  
**Email Address:**  
**Telephone:**

### STUDENTS / INSTRUCTORS

<table>
<thead>
<tr>
<th>Name</th>
<th>Original Exam (NA for Instructor Qualification)</th>
<th>Retest/Challenge/Qualification Exam Administration</th>
</tr>
</thead>
</table>
|      | Date: _  
City, ST: _                                | Date: _  
City, ST: _                                |
|      | Date: _  
City, ST: _                                | Date: _  
City, ST: _                                |
|      | Date: _  
City, ST: _                                | Date: _  
City, ST: _                                |

**Revised:** 09/08/2016
### Field Evaluation Request Form

**FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION**

**NATIONAL TRAINING CENTER**

**FIELD EVALUATION REQUEST FORM**

*Please complete and submit this form to: NTC-Certification@dot.gov. If you have any questions please call: (763) 235-6561*

<table>
<thead>
<tr>
<th>Field Evaluation Certification Level*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenter</td>
<td>Instructor</td>
</tr>
</tbody>
</table>

**NTC COURSE TO BE EVALUATED**

Place a check in the box of the course for which you are requesting your performance to be evaluated.

- [ ] Cargo Tank Inspection
- [ ] Cargo Tank Facility Review
- [ ] Enforcement Procedures
- [ ] General Hazardous Materials
- [ ] Household Goods
- [ ] Investigative Safety Analysis
- [ ] Skill Performance Evaluation
- [ ] New Entrant Safety Audit
- [ ] North American Standard Part A
- [ ] North American Standard Part B
- [ ] Other Bulk Packaging
- [ ] Passenger Vehicle Inspection
- [ ] Roadside Enforcement
- [ ] Other: 

**CERTIFICATION CANDIDATE / INCUMBENT**

- Name: 
- Email Address: 
- Telephone: 

**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 of my request is contingent upon evaluator availability and NTC approval. Additionally, I understand that my course delivery during my field evaluation may be captured via video and used by NTC for evaluation and training purposes.

- Printed Name: 
- Date: 
- Signature: 

**NTC USE ONLY**

- Date Reviewed: 
- Status: 

Revised: 10/02/2015
NTC Field Evaluation Worksheets

**Presenter / Instructor Name:**

**Course / Lesson:**

**Evaluator Name:**

**Evaluation Date (MM/DD/YY):**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Organization and Preparation (15 pts.)</th>
<th>Content Delivery (40 pts.)</th>
<th>Student Engagement (25 pts.)</th>
<th>Instructor Communication (20 pts.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL SCORE:**

---

**November 10, 2015**

**Version 2.0.4**

"A Partnership Committed to Excellence"

---

D-5
NTC Instructor Certification Program Manual
Version 1.4, August 15, 2017

NTC Field Evaluation Worksheets v. 2.0.4, November 10, 2015

**NTC INSTRUCTOR COMPETENCIES**

<table>
<thead>
<tr>
<th>ORGANIZATION AND PREPARATION</th>
<th>15%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepared course materials for administration.</td>
<td></td>
</tr>
<tr>
<td>Configured classroom based on administration needs and number of students.</td>
<td></td>
</tr>
<tr>
<td>Confirmed administration equipment was available and operational.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTENT DELIVERY</th>
<th>40%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivers course content and activities according to NTC Instructor Guide. Organizes and manages time effectively throughout administration. Delivers written exams and assessment exercises according to NTC rules, guidelines, and procedures.</td>
<td></td>
</tr>
<tr>
<td>Explained the context and importance of the course.</td>
<td></td>
</tr>
<tr>
<td>Provided an overview of the objectives and transition between content areas.</td>
<td></td>
</tr>
<tr>
<td>Delivered content as prescribed in NTC Instructor Guide.</td>
<td></td>
</tr>
<tr>
<td>Leveraged toolbox and supporting materials effectively.</td>
<td></td>
</tr>
<tr>
<td>Administered activities (e.g., games, discussions, case studies) effectively.</td>
<td></td>
</tr>
<tr>
<td>Administered written exam and/or assessment exercise according to the NTC Examination Administration Guidelines and Procedures (if applicable).</td>
<td></td>
</tr>
<tr>
<td>Managed time effectively when delivering the course content.</td>
<td></td>
</tr>
<tr>
<td>Explained procedures for returning NTC course materials.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDENT ENGAGEMENT</th>
<th>25%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacts with students during administrations in a way that enhances their learning experience.</td>
<td></td>
</tr>
<tr>
<td>Responded to student questions effectively.</td>
<td></td>
</tr>
<tr>
<td>Leveraged effective strategies to enhance student learning.</td>
<td></td>
</tr>
<tr>
<td>Leveraged effective techniques to confirm student learning.</td>
<td></td>
</tr>
<tr>
<td>Provided effective performance feedback to students.</td>
<td></td>
</tr>
<tr>
<td>Built rapport and maintained an effective learning environment.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INSTRUCTOR COMMUNICATION</th>
<th>20%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.</td>
<td></td>
</tr>
<tr>
<td>Used effective verbal communication.</td>
<td></td>
</tr>
<tr>
<td>Used effective non-verbal communication.</td>
<td></td>
</tr>
<tr>
<td>Portrayed a positive image as an NTC representative.</td>
<td></td>
</tr>
<tr>
<td>Maintained NTC professional standards.</td>
<td></td>
</tr>
</tbody>
</table>

**BEHAVIORALLY-ANCHORED RATING SCALES**

<table>
<thead>
<tr>
<th>BEHAVIORAL INDICATOR</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lowest behavioral anchor description</td>
<td>1</td>
</tr>
<tr>
<td>Middle behavioral anchor description</td>
<td>3</td>
</tr>
<tr>
<td>Highest behavioral anchor description</td>
<td>5</td>
</tr>
</tbody>
</table>

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### NTC Field Evaluation Worksheets v. 2.0.4, November 10, 2015

**ORGANIZATION AND PREPARATION (15%)**

<table>
<thead>
<tr>
<th>BEHAVIORAL INDICATORS / EVALUATION SCALES</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prepared course materials for administration:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Arrived late; did not provide materials to all students; make notes in Personalization section, and/or highlight guide.</td>
<td></td>
</tr>
<tr>
<td>2. Arrived on time and provided copies of all materials to students. Made notes in Personalization section of guide OR highlighted key content areas.</td>
<td></td>
</tr>
<tr>
<td>3. Arrived before scheduled start time (at least 45 minutes) to organize and prepare course materials. Provided copies of materials to all students. Made notes in Personalization section of guide and highlighted key content areas.</td>
<td></td>
</tr>
</tbody>
</table>

| Configured classroom based on administration needs and number of students: |       |
| 1. Student seats were missing / broken and/or workspace or visibility was inadequate. |       |
| 2. Seats were available for all students and workspace was adequate for materials. Students could adequately view materials. |       |
| 3. Seats were available for all students. Workspaces were adequate for materials. Table configuration was customized to optimize course delivery (lecture, discussion, activities) and visibility. |       |

| Confirmed administration equipment was available and operational: |       |
| 1. Failed to confirm all equipment was available and/or operational. Had issues operating equipment. |       |
| 2. 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. |       |
| 3. Confirmed all equipment (e.g., laptop, audio/visual, demo equipment) was available and fully operational. Operated all equipment to full effectiveness. |       |

**NOTES / COMMENTS:**

---

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3
## CONTENT DELIVERY (40%)

<table>
<thead>
<tr>
<th>BEHAVIORAL INDICATORS / EVALUATION SCALES</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Explained the context and importance of the course:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Did not discuss the importance of the course or its relevance to job tasks.</td>
<td></td>
</tr>
<tr>
<td>2. Identified the course and its content were important and generally tied them back to relevant job tasks.</td>
<td></td>
</tr>
<tr>
<td>3. Regularly emphasized the importance of the course and its content and tied it back to relevant and specific job tasks.</td>
<td></td>
</tr>
<tr>
<td><strong>Provided an overview of the objectives and transition between content areas:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Did not review all performance objectives and/or provided very little transition information between content areas.</td>
<td></td>
</tr>
<tr>
<td>2. Reviewed all performance objectives before and after each module. Summarized the previous content and what will be covered next.</td>
<td></td>
</tr>
<tr>
<td>3. Explained importance and relevance of performance objectives. Provided summaries and transitions explaining how content areas relate to and support one another.</td>
<td></td>
</tr>
<tr>
<td><strong>Delivered content as prescribed in NTC Instructor Guide:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Included inaccurate content and/or excluded content identified in guide.</td>
<td></td>
</tr>
<tr>
<td>2. Delivered all guide content accurately. May have introduced some extraneous information.</td>
<td></td>
</tr>
<tr>
<td>3. Delivered guide content accurately and elaborated on content where appropriate.</td>
<td></td>
</tr>
<tr>
<td><strong>Leveraged toolbox and supporting materials effectively:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Did not reference and/or utilize available toolbox items or supporting materials.</td>
<td></td>
</tr>
<tr>
<td>2. Referenced all toolbox and supporting materials, but did not utilize them to their full effectiveness.</td>
<td></td>
</tr>
<tr>
<td>3. Referenced all toolbox and supporting materials accurately and maximized their effectiveness.</td>
<td></td>
</tr>
<tr>
<td><strong>Administered activities (e.g., games, discussions, case studies) effectively:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Provided activity instructions that may have caused student confusion, and/or did not complete or struggled to complete activities.</td>
<td></td>
</tr>
<tr>
<td>2. Provided activity instructions to students. Followed administration guidance. Mitigated any issues and completed activities without much trouble.</td>
<td></td>
</tr>
<tr>
<td><strong>Managed time effectively when delivering the course content:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Instructor exceeded lesson time allowances and/or had to rush or draw out course content</td>
<td></td>
</tr>
<tr>
<td>2. Delivered lesson within time allowances. Pace was consistently. Breaks were based on time intervals.</td>
<td></td>
</tr>
<tr>
<td>3. Delivered lesson within time allowances. Paced each lesson appropriately for content and student learning. Offered breaks and ended instruction at appropriate points in content.</td>
<td></td>
</tr>
</tbody>
</table>
### NTC Field Evaluation Worksheets v. 2.0.4, November 10, 2015

**CONTENT DELIVERY (40%) (cont.)**

#### BEHAVIORAL INDICATORS / EVALUATION SCALES

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administered written exam and/or assessment exercise according to the NTC Examination Administration Guidelines and Procedures (if applicable):</td>
<td></td>
</tr>
<tr>
<td>1. Provided vague instructions to students and/or violated one or more administration guidelines or procedures.</td>
<td></td>
</tr>
<tr>
<td>2. Provided instructions to students. Followed administration guidelines and procedures. Monitored administration to ensure time limit was enforced.</td>
<td></td>
</tr>
<tr>
<td>3. Provided clear instructions to students. Followed administration guidelines and procedures. Monitored administration for cheating and time limit enforcement.</td>
<td></td>
</tr>
<tr>
<td>Explained procedures for returning NTC course materials:</td>
<td></td>
</tr>
<tr>
<td>1. Could not sufficiently explain return procedures and/or identify all materials.</td>
<td></td>
</tr>
<tr>
<td>2. Explained return procedures for all materials.</td>
<td></td>
</tr>
<tr>
<td>3. Explained return procedures for exam materials; Student Registration Forms; Student Summary Report; and any extra materials exams. Identified importance of completion and accuracy of information.</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

---

*For Official Use Only*
### STUDENT ENGAGEMENT (25%)

<table>
<thead>
<tr>
<th>Behavioral Indicators / Evaluation Scales</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responded to student questions effectively:</td>
<td></td>
</tr>
<tr>
<td>1. Provided unclear or inaccurate explanations and/or responses to student questions.</td>
<td></td>
</tr>
<tr>
<td>2. Provided accurate explanations and responses to student questions.</td>
<td></td>
</tr>
<tr>
<td>3. Provided clear and accurate explanations and responses to student questions. Asked follow-up questions when appropriate. Encouraged and expressed appreciation for student questions.</td>
<td></td>
</tr>
<tr>
<td>4. Provided several examples and anecdotes that were relevant, better illustrated the content. Encouraged and expressed appreciation for student participation.</td>
<td></td>
</tr>
<tr>
<td>5. Provided several examples and anecdotes that were relevant, better illustrated the content. Encouraged and expressed appreciation for student participation. Solicited examples/anecdotes from students to share with the class.</td>
<td></td>
</tr>
<tr>
<td>Leveraged effective techniques to confirm student learning:</td>
<td></td>
</tr>
<tr>
<td>1. Did not ask if students had any questions before moving on and/or did not ask specific content questions.</td>
<td></td>
</tr>
<tr>
<td>2. Asked several questions to identify student understanding at retention and comprehension levels of learning.</td>
<td></td>
</tr>
<tr>
<td>3. Asked several questions to identify student understanding at retention and comprehension levels of learning. Feedback was appropriately balanced between positive and corrective.</td>
<td></td>
</tr>
<tr>
<td>4. Asked several questions to identify student understanding at retention and comprehension levels of learning. Feedback was appropriately balanced between positive and corrective.</td>
<td></td>
</tr>
<tr>
<td>5. Asked several questions to identify student understanding at retention and comprehension levels of learning. Feedback was appropriately balanced between positive and corrective.</td>
<td></td>
</tr>
<tr>
<td>Provided effective performance feedback to students:</td>
<td></td>
</tr>
<tr>
<td>1. Provided minimal or person-oriented feedback to students. Feedback was predominantly negative or positive.</td>
<td></td>
</tr>
<tr>
<td>2. Provided performance feedback to students and identified the actions/resources for performance improvement. Feedback may have been more weighted towards positive or negative.</td>
<td></td>
</tr>
<tr>
<td>3. Provided clear and specific performance feedback to students. Assisted students in identifying actions/resources for performance improvement. Feedback was appropriately balanced between positive and corrective.</td>
<td></td>
</tr>
<tr>
<td>Built rapport and maintained an effective learning environment:</td>
<td></td>
</tr>
<tr>
<td>1. Was impersonal, did not encourage a collaborative classroom, or did not address disruptions and distractions.</td>
<td></td>
</tr>
<tr>
<td>2. Was friendly, polite, and encouraged a collaborative classroom. Passively responded to any disruptions or distractions.</td>
<td></td>
</tr>
<tr>
<td>3. Was friendly, enthusiastic, and encouraged a collaborative classroom. Immediately mitigated any disruptions or distractions in an appropriate manner.</td>
<td></td>
</tr>
</tbody>
</table>

**Total:** [ ]

**Notes/Comments:**
## INSTRUCTOR COMMUNICATION (20%)

<table>
<thead>
<tr>
<th>BEHAVIORAL INDICATORS / EVALUATION SCALES</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Used effective verbal communication:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Verbal communication was disorganized or off-topic; volume was too soft or loud; and/or delivery included several pauses, flubs, or stutters.</td>
<td></td>
</tr>
<tr>
<td>2. Verbal communication was organized and targeted. May have occasionally spoken too softly or loudly. Cadence or inflections were acceptable. Delivery included a few flubs or stutters.</td>
<td></td>
</tr>
<tr>
<td>3. Verbal communication was organized and targeted. Spoke at a reasonable volume to be heard clearly. Cadence and inflections enhanced communication. Delivery was confident and smooth (i.e., no disruptive pauses or “ums/uhhs”).</td>
<td></td>
</tr>
<tr>
<td><strong>Used effective non-verbal communication:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Made minimal eye contact with students and read from notes, and/or body language was distracting.</td>
<td></td>
</tr>
<tr>
<td>2. Made eye contact with some students and referenced notes to ensure content accuracy and coverage. Body language was acceptable.</td>
<td></td>
</tr>
<tr>
<td>3. Made consistent eye-contact with all students and rarely referenced notes. Body language (e.g., hand gestures, posture) enhanced communication.</td>
<td></td>
</tr>
<tr>
<td><strong>Portrayed a positive image as an NTC representative:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Did not comply with all NTC dress and grooming standards, and/or did not communicate support for NTC or its materials.</td>
<td></td>
</tr>
<tr>
<td>2. Complied with all NTC dress and grooming standards. Remained neutral in support of NTC and its materials.</td>
<td></td>
</tr>
<tr>
<td>3. Complied with all NTC dress and grooming standards. Communicated importance of and support for NTC and the quality of its materials.</td>
<td></td>
</tr>
<tr>
<td><strong>Maintained NTC professional standards:</strong></td>
<td></td>
</tr>
<tr>
<td>1. Acted unprofessionally by using derogatory, off-color, and/or offensive remarks during the course. May have regularly shown signs of frustration.</td>
<td></td>
</tr>
<tr>
<td>2. Acted professionally, but may not have addressed unprofessional behaviors of others. May have displayed some signs of frustration (e.g., sighs, rolling eyes).</td>
<td></td>
</tr>
<tr>
<td>3. Acted professionally by not using derogatory, off-color, or offensive remarks. Maintained composure at all times.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTES / COMMENTS:**

**TOTAL:**
NTC Field Evaluation Worksheets v. 2.0.4, November 10, 2015

EVALUATION FEEDBACK CONFIRMATION

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

Evaluator Printed Name  Signature  Date (MM/DD/YYYY)

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

Presenter / Instructor Printed Name  Signature  Date (MM/DD/YYYY)

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