



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



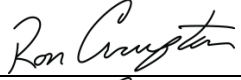
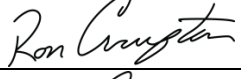
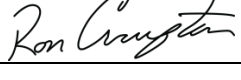
INSTRUCTOR CERTIFICATION PROGRAM MANUAL



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

Version 1.2
September 4, 2015

REVISION HISTORY

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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*).

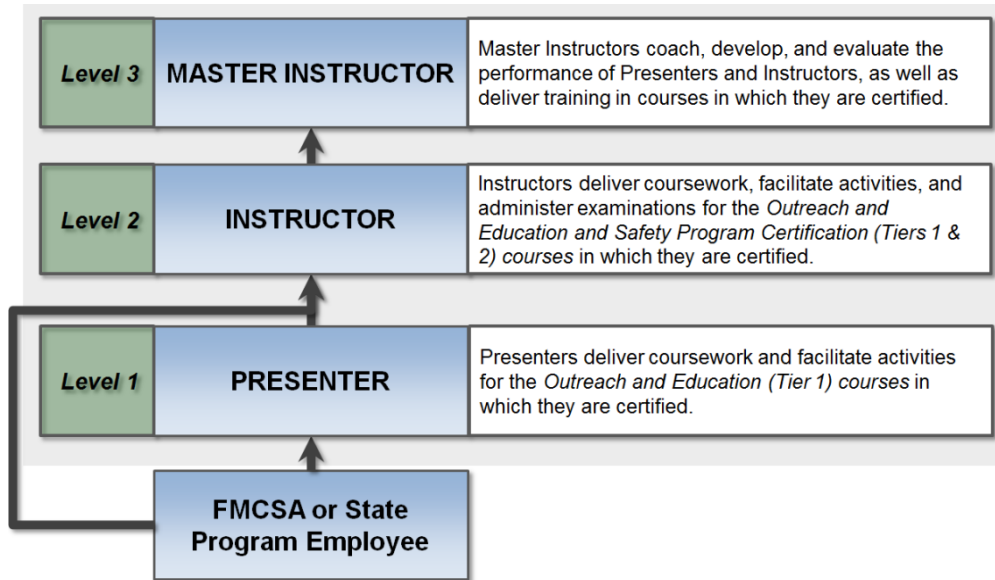
Current FMCSA and participating state program employees who were not previously certified by or registered with NTC prior to July 1, 2015 are required to apply and meet all certification qualification and maintenance requirements of the new program.

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

Figure 1. NTC Instructor Certification Levels

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

- 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).

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- 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:

- **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.

PROCEDURES FOR CERTIFICATION & MAINTENANCE

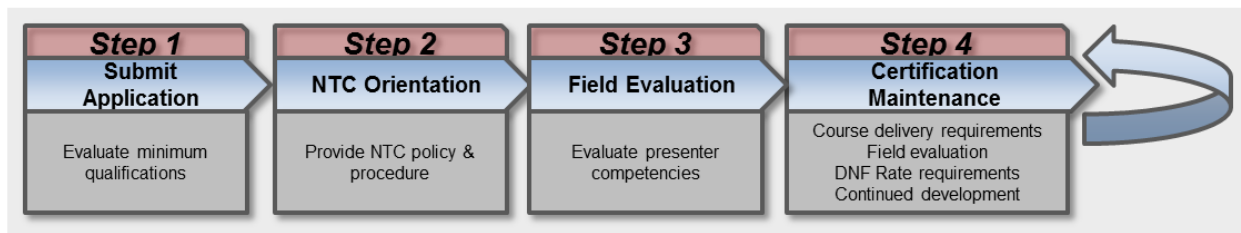


Figure 2. NTC Presenter Certification and Certification Maintenance Process

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.

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STEP #2: Complete NTC Orientation

Presenter candidates must coordinate with NTC staff to complete a web-based orientation. The orientation will include information about NTC's policies and procedures for delivering coursework, as well as the metrics used to evaluate Presenter performance. Once candidates have completed the orientation, they must notify NTC and 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](#) to schedule a field evaluation. 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. ***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.

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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

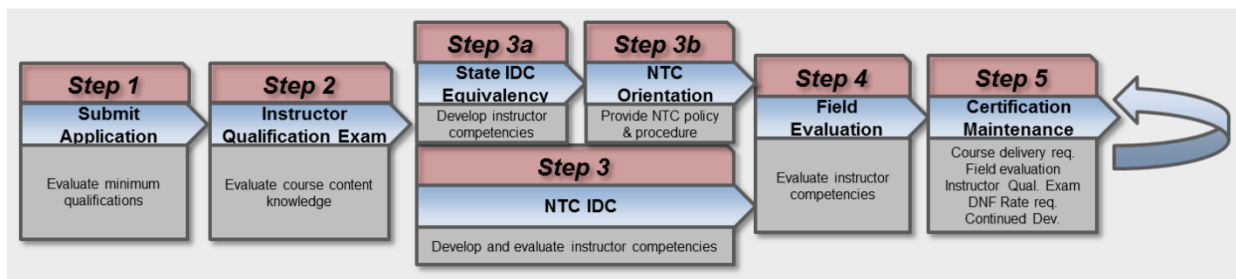


Figure 3. NTC Instructor Certification and Certification Maintenance Process

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).

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STEP #3: Complete NTC Instructor Development Course (IDC) [or NTC-approved State IDC equivalent and NTC Orientation]

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. If candidates have completed an NTC-approved State IDC, they must coordinate with NTC staff to complete the web-based NTC Orientation before scheduling a field evaluation. More information on [State IDC equivalency](#) can be found in the Evaluation and Program Requirements section of this document.

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](#) to schedule a field evaluation. 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.
- Participated in a MINIMUM of two (2) continuing development activities.

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 [continuing development activities](#) and [documentable negative feedback](#) can be found in the Maintenance Requirements section of this document. Instructor certifications may be suspended at any time as

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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 complete Presenter/Instructor evaluations.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Coordinate with stakeholders to prepare and deliver NTC continuing development training/presentations for Presenters/Instructors.
- Evaluate Presenter/Instructor performance during the administration of NTC coursework.
- Provide performance feedback and guidance to Presenters/Instructors.
- Coordinate with stakeholders to ensure necessary 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.

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- 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.

COMPETENCIES:

- **Performance Evaluation** – Documents and scores Presenter/Instructor performance accurately using the NTC Instructor Evaluation Worksheets. Administers evaluations according to NTC rules, guidelines, and procedures.
- **Feedback and Coaching** – Provides effective performance feedback and guidance to Presenters/Instructors.
- **Master Instructor Communication** – Interacts and communicates effectively with Presenters/Instructors throughout the evaluation.

PROCEDURES FOR CERTIFICATION & MAINTENANCE

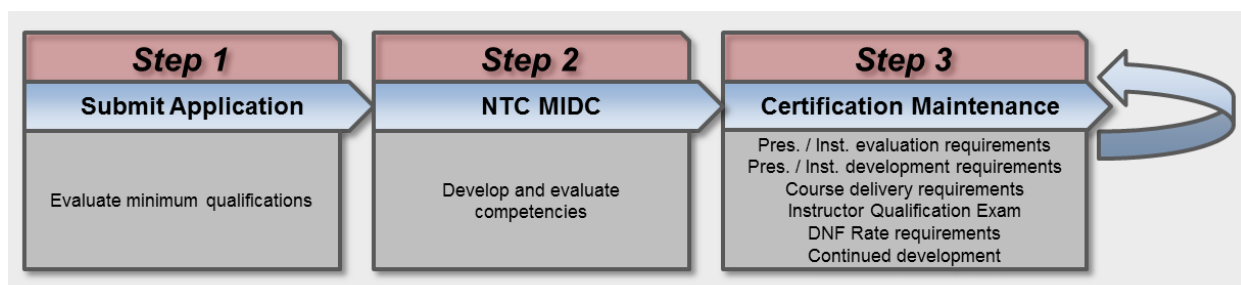


Figure 4. NTC Master Instructor Certification and Certification Maintenance Process

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).

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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.
- Assisted in the development/delivery of a MINIMUM of one (1) formal training or webinar supporting Presenter/Instructor development.
- Participated in a MINIMUM of two (2) continuing development activities.

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 [continuing development activities](#) and [documentable negative feedback](#) can be found in the Maintenance Requirements section of this document. Master Instructor certifications may be suspended at any time as deemed appropriate and approved by the NTC Director. Additional information on [certification expiration and suspension](#) can be found in the Certification Validity section of this document.

PROGRAM ADMINISTRATION

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.

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

EVALUATION AND PROGRAM REQUIREMENTS

The requirements of the 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**

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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](#).

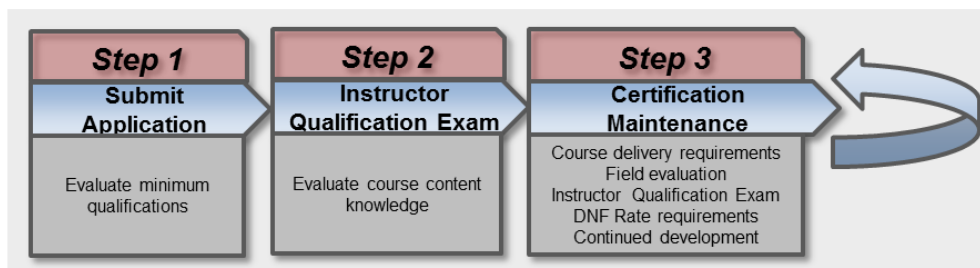


Figure 5. Process for Additional Tier 1 and Tier 2 Course Certification

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

STATE IDC EQUIVALENCY

Participating state programs may apply for equivalency by completing and submitting the [State Instructor Development Course \(IDC\) Equivalency Request Form](#) and all supporting materials to NTC for review. The equivalency request form identifies learning objectives from the NTC IDC that states must demonstrate are met by their coursework. If course equivalency is approved, state programs are required to **resubmit the request form once each subsequent calendar year, and resubmit all supporting materials every five (5) calendar years** to maintain their equivalency status. Instructor candidates may be granted exception to NTC IDC requirements if they successfully complete an NTC-approved state instructor development course. Instructor candidates who do not successfully complete an NTC-approved state IDC will not be granted an exception to NTC IDC requirements for certification.

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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 Training) 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; documentable negative feedback rate; and any pertinent continuing development activity requirements for the role in which they are certified.

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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.

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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).
- 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 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

CONTINUING DEVELOPMENT ACTIVITIES

In addition to completing all mandatory NTC training, webinar, and development activities, Instructor and Master Instructor incumbents must participate in additional continuing development activities. A specific, but not exhaustive, list of the types of such development activities may include:

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- Courses/webinars
- Books, articles, and other publications
- Symposiums, panel discussions, and lectures
- Professional certifications

Incumbents will be required to report their development activities that support certification maintenance on a periodic basis. Specifically, NTC will solicit development activity information from all active incumbents via web-based survey on a quarterly basis. Incumbents will be responsible for reporting their development activities, as well as identifying the certification competencies that the activities support. Only those development activities supporting certification competencies will be counted towards meeting certification maintenance requirements. The specific development activity requirements for [Instructors](#) and [Master Instructors](#) are detailed in Appendix B.

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).

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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

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

Current as of 07/24/2015

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

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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 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.).

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PRESENTER (CONT.)

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.

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INSTRUCTOR

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

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INSTRUCTOR (CONT.)

Minimum Qualifications

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

Certification Maintenance Requirements

Each Calendar Year

- 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*.
- Participated in a MINIMUM of two (2) continuing development activities.

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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 complete Presenter/Instructor evaluations.
- Coordinate with stakeholders to participate in course/exam development initiatives.
- Coordinate with stakeholders to prepare and deliver NTC continuing development training/presentations for Presenters/Instructors.
- Evaluate Presenter/Instructor performance during the administration of NTC coursework.
- Provide performance feedback and guidance to Presenters/Instructors.
- Coordinate with stakeholders to ensure necessary 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.*

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MASTER INSTRUCTOR (CONT.)

Competencies

- **Performance Evaluation** – Documents and scores Presenter / Instructor performance accurately using the NTC Instructor Evaluation Worksheets. Administers evaluations according to NTC rules, guidelines, and procedures.
- **Feedback and Coaching** – Provides effective performance feedback and guidance to Presenters / Instructors.
- **Master Instructor Communication** – Interacts and communicates effectively with Presenters / Instructors throughout the evaluation.

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

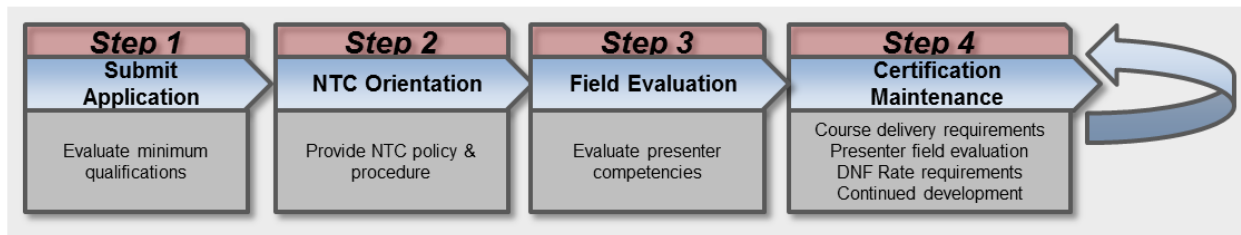
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 20.0%.
- Successfully completed an Instructor Qualification Exam *for each certified NTC course*.
- Assisted in the development / delivery of a MINIMUM of one (1) formal training or webinar supporting Presenter / Instructor development.
- Participated in a MINIMUM of two (2) continuing development activities.

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

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Presenter



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 must coordinate with NTC staff to complete a web-based orientation. The orientation will include information about NTC's policies and procedures for delivering coursework, as well as the metrics used to evaluate Presenter performance. Once candidates have completed the orientation, they must notify NTC and 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](#) to schedule a field evaluation. 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. 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:

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Each Calendar Year

- Participate in ALL mandatory Presenter training, webinar, and development activities.

Preceding Two Calendar Years

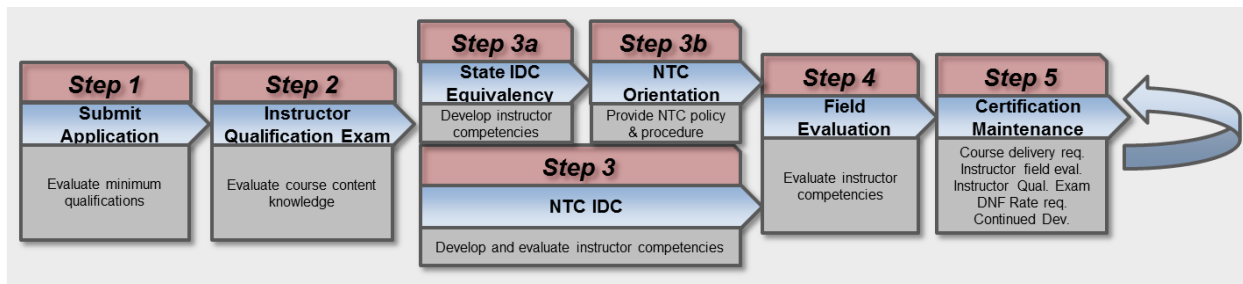
- A Documentable Negative Feedback (DNF) rate NO HIGHER THAN 33.3%.
- Received a passing score on most recent Field Evaluation.

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

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Instructor



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) [or NTC-approved State IDC equivalent]

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. If candidates have completed an NTC-approved State IDC, they must coordinate with NTC staff to complete the web-based NTC Orientation before scheduling a field evaluation. More information on State IDC equivalency can be found in the [Exceptions](#) part of the Evaluation and Program Requirements section of this document.

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](#) to schedule a field evaluation. If possible, the evaluation will be completed the next available administration of the course in which certification is sought. **Field evaluations**

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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. 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.

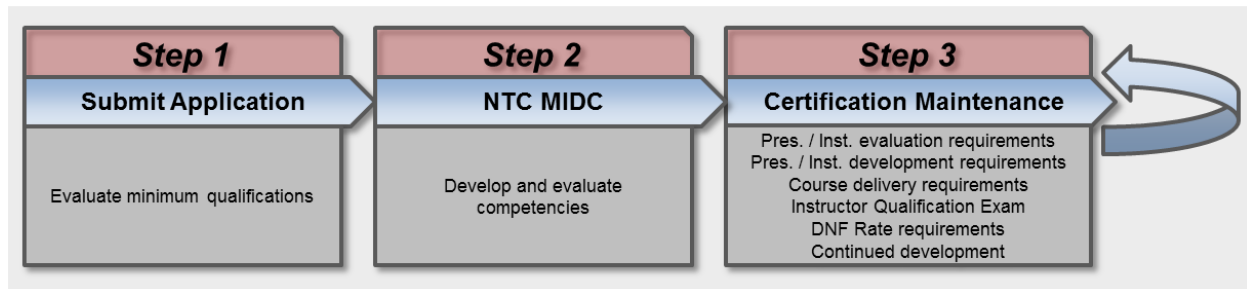
Preceding Two Calendar Years

- 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.
- Participated in a MINIMUM of two (2) continuing development activities.

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

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.
- Assisted in the development / delivery of a MINIMUM of one (1) formal training or webinar supporting Presenter / Instructor development.
- Participated in a MINIMUM of two (2) continuing development activities.

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

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

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FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION NATIONAL TRAINING CENTER



NTC INSTRUCTOR CERTIFICATION PROGRAM APPLICATION

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

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



APPLICANT		STATE POC / FEDERAL SUPERVISOR	
Name: <input type="text"/>		Name: <input type="text"/>	
Email Address: <input type="text"/>		Email Address: <input type="text"/>	
Telephone: <input type="text"/>		Telephone: <input type="text"/>	
Mailing Address: <input type="text"/>		Mailing Address: <input type="text"/>	
LEVEL OF CERTIFICATION			
<input type="checkbox"/> Presenter <input type="checkbox"/> Instructor <input type="checkbox"/> Master Instructor			
COURSE CONTENT DOMAIN			
<input type="checkbox"/> Cargo Tank Inspection <input type="checkbox"/> Cargo Tank Facility Review <input type="checkbox"/> Enforcement Procedures <input type="checkbox"/> General Hazardous Materials <input type="checkbox"/> Household Goods <input type="checkbox"/> Investigative Safety Analysis <input type="checkbox"/> Skill Performance Evaluation		<input type="checkbox"/> New Entrant Safety Audit <input type="checkbox"/> North American Standard Part A <input type="checkbox"/> North American Standard Part B <input type="checkbox"/> Other Bulk Packaging <input type="checkbox"/> Passenger Vehicle Inspection <input type="checkbox"/> Roadside Enforcement <input type="checkbox"/> Other: <input type="text"/>	
MINIMUM QUALIFICATION CHECKLIST			
PRESENTER: <input type="checkbox"/> Professional experience relevant to the course content or topic area(s) in which certification is sought (e.g., CVSA/FMCSA certification; completion of relevant inspections/investigations, etc.). <u>Please attach resume.</u>			
INSTRUCTOR: <input type="checkbox"/> Successful completion of the NTC course(s) in which certification is sought. <u>Please attach certificate</u> <input type="checkbox"/> Two (2) years of professional experience relevant to the course content or topic area(s) in which certification is sought (e.g., CVSA/FMCSA certification; completion of relevant inspections/investigations, etc.). <u>Please attach resume.</u>			
MASTER INSTRUCTOR: <input type="checkbox"/> Currently a certified NTC Instructor. <input type="checkbox"/> Delivered a MINIMUM of fifteen (15) Tier 2 NTC course administrations. <input type="checkbox"/> 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 fulfill the certification maintenance requirements necessary in order to maintain my certification.

Applicant's Printed Name _____ Signature _____ Date (MM/DD/YYYY) _____



Revised: 09/09/2015

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



EXAMINATION REQUEST FORM

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

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

NTC COURSE EXAM REQUESTED*		
Check the applicable course and enter number of exams being requested in the space { } provided.		
<input type="checkbox"/> Cargo Tank Inspection { } <input type="checkbox"/> Cargo Tank Facility Review { } <input type="checkbox"/> DIAP Commercial Motor Vehicle Criminal Interdiction { } <input type="checkbox"/> Enforcement Procedures { } <input type="checkbox"/> General Hazardous Materials { } <input type="checkbox"/> Household Goods { } <input type="checkbox"/> Investigative Safety Analysis { }	<input type="checkbox"/> New Entrant Safety Audit { } <input type="checkbox"/> North American Standard Part A { } <input type="checkbox"/> North American Standard Part B { } <input type="checkbox"/> Other Bulk Packaging { } <input type="checkbox"/> Passenger Vehicle Inspection { } <input type="checkbox"/> Roadside Enforcement { } <input type="checkbox"/> Skill Performance Evaluation { } <input type="checkbox"/> Other: { } { }	
TYPE OF EXAM ADMINISTRATION**		
<input type="checkbox"/> Student Retest*** <i>Student did not pass the course exam on previous attempt</i>	<input type="checkbox"/> Student Challenge <i>Student attempt to pass an exam after certification has expired</i>	<input type="checkbox"/> Instructor Qualification <i>Candidate attempt to demonstrate instructor-level proficiency</i>
SUPERVISOR / REQUESTOR		
Name: { }	Mailing Address for Exam Materials/Certificates	
Email Address: { }	{ }	
Telephone: { }		
STUDENTS / INSTRUCTORS		
Name	Original Exam <i>(N/A for Instructor Qualification)</i>	Retest/Challenge/Qualification Exam Administration
{ }	Date: { } City, ST: { }	Date: { } City, ST: { }
{ }	Date: { } City, ST: { }	Date: { } City, ST: { }
{ }	Date: { } City, ST: { }	Date: { } City, ST: { }
{ }	Date: { } City, ST: { }	Date: { } City, ST: { }

* Exams will NOT be mailed until this form is completed in its entirety and has been received by NTC.

** Please use separate forms for requesting more than one type of exam (i.e., do not submit a form that includes more than one course or type of exam).

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

NTC USE ONLY

Date Mailed: _____

Revised: 02/20/2015

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



**STATE INSTRUCTOR DEVELOPMENT COURSE (IDC)
EQUIVALENCY REQUEST FORM**

*Please complete and submit this form to: NTC-Certification@dot.gov.
If you have any questions please call: (703) 235-0501*



STATE ACADEMY/COURSE CURRICULUM TO BE REVIEWED			
Academy / Course Name: <input style="width: 90%;" type="text"/>	Length of Course: <input style="width: 80%;" type="text"/> hrs.		
Administration Address: <input style="width: 90%;" type="text"/>	Contact Name: <input style="width: 80%;" type="text"/>		
	Email Address: <input style="width: 80%;" type="text"/>		
CURRICULUM EQUIVALENCY CHECKLIST*			
Check "YES" if in-state content FULLY SUPPORTS the objective or "NO" if it does not cover, or partially covers the objective. If "YES" is checked, please identify the materials and the location that support its coverage.			
LEARNING OBJECTIVES	YES	NO	SUPPORTING MATERIALS**
Illustrate principles of adult learning (e.g., Malcolm Knowles' Principles of Androgogy).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Identify the methods, techniques, and procedures used to apply adult learning principles in an instructional session.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Demonstrate ability to adequately prepare to present a lesson (e.g., personalization, anecdotes).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Define the purpose of terminal and enabling performance objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Identify the three primary components of delivery (i.e., opening, content, and closing).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Employ effective verbal and non-verbal communication skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Differentiate between relevant and irrelevant content (e.g., examples that link back to lesson objectives).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Articulate the lesson's objectives to students.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Link main teaching points to previous instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Identify and adapt to student learning preferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Identify challenges associated with lesson delivery (e.g., classroom setup; student conduct; time management).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Apply proper classroom management techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Employ effective questioning techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Summarize main teaching points.	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>
Confirm lesson terminal objectives are met (e.g., asking student questions; providing scenario exercises; administering written exams; evaluating skills).	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 80%;" type="text"/>

* State IDC academy/course equivalency is subject to review and confirmation by NTC staff and approval by the NTC Director.

** If supporting materials are not identified and submitted for a learning objective, the learning objective will be considered as NOT being met.

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Date Reviewed:

Status:

Revised: 03/25/2015

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FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION NATIONAL TRAINING CENTER



FIELD EVALUATION REQUEST FORM

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

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

FIELD EVALUATION CERTIFICATION LEVEL*	
<input type="checkbox"/>	<input type="checkbox"/>
Presenter	Instructor
NTC COURSE TO BE EVALUATED <i>Place a check in the box of the course for which you are requesting your performance to be evaluated.</i>	
<input type="checkbox"/> Cargo Tank Inspection <input type="checkbox"/> Cargo Tank Facility Review <input type="checkbox"/> DIAP Commercial Motor Vehicle Criminal Interdiction <input type="checkbox"/> Enforcement Procedures <input type="checkbox"/> General Hazardous Materials <input type="checkbox"/> Household Goods <input type="checkbox"/> Investigative Safety Analysis	<input type="checkbox"/> New Entrant Safety Audit <input type="checkbox"/> North American Standard Part A <input type="checkbox"/> North American Standard Part B <input type="checkbox"/> Other Bulk Packaging <input type="checkbox"/> Passenger Vehicle Inspection <input type="checkbox"/> Roadside Enforcement <input type="checkbox"/> Skill Performance Evaluation <input type="checkbox"/> Other: _____
CERTIFICATION CANDIDATE / INCUMBENT	
Name: _____	
Email Address: _____	
Telephone: _____	
REQUEST CONFIRMATION	
<p>I, <u>Candidate/Incumbent Name</u>, 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.</p>	
Printed Name	Signature
	Date (MM/DD/YYYY)

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Date Reviewed: _____

Status: _____

Revised: 06/23/2015

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NTC Field Evaluation Worksheets

Presenter / Instructor Name:

Course / Lesson:

Evaluator Name:

Evaluation Date (MM/DD/YYYY):

Organization and Preparation (15 pts.):	<input type="text"/>
Content Delivery (40 pts.):	<input type="text"/>
Student Engagement (25 pts.):	<input type="text"/>
Instructor Communication (20 pts.):	<input type="text"/>
TOTAL SCORE:	<input type="text"/>

May 25, 2015
Version 2.0.3



"A Partnership Committed to Excellence"



NTC Instructor Certification Program Manual
Version 1.2, September 4, 2015

NTC Field Evaluation Worksheets v. 2.0.3, May 25, 2015

NTC INSTRUCTOR COMPETENCIES

ORGANIZATION AND PREPARATION		15%
<i>Organizes and prepares classroom and materials for NTC course administration.</i>		
<ul style="list-style-type: none"> • Prepared course materials for administration. • Configured classroom based on administration needs and number of students. • Confirmed administration equipment was available and operational. 		
CONTENT DELIVERY		40%
<i>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.</i>		
<ul style="list-style-type: none"> • Explained the context and purpose of the course. • Provided an overview of the objectives and transition between content areas. • Delivered content as prescribed in NTC Instructor Guide. • Leveraged toolbox and supporting materials effectively. • Administered activities (e.g., games, discussions, case studies) effectively. • Administered written exam and/or assessment exercise according to the NTC Examination Administration Guidelines and Procedures (if applicable). • Managed time effectively when delivering the course content. • Explained procedures for returning NTC course materials. 		
STUDENT ENGAGEMENT		25%
<i>Interacts with students during administrations in a way that enhances their learning experience.</i>		
<ul style="list-style-type: none"> • Responded to student questions effectively. • Leveraged effective strategies to enhance student learning. • Leveraged effective techniques to confirm student learning. • Provided effective performance feedback to students. • Built rapport and maintained an effective learning environment. 		
INSTRUCTOR COMMUNICATION		20%
<i>Interacts and communicates effectively with students throughout the administration. Represents NTC in a professional and positive way.</i>		
<ul style="list-style-type: none"> • Used effective verbal communication. • Used effective non-verbal communication. • Portrayed a positive image as an NTC representative. • Maintained NTC professional standards. 		

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

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NTC Field Evaluation Worksheets v. 2.0.3, May 25, 2015

ORGANIZATION AND PREPARATION (15%)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Prepared course materials for administration:					
1 Arrived late; did not provide materials to all students; make notes in <i>Personalization</i> section; and/or highlight guide.	2	3 Arrived on time and provided copies of all materials to students. Made notes in <i>Personalization</i> section of guide OR highlighted key content areas.	4	5 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 <i>Personalization</i> section of guide and highlighted key content areas.	
Configured classroom based on administration needs and number of students:					
1 Student seats were missing / broken and/or workspace or visibility was inadequate.	2	3 Seats were available for all students and workspace was adequate for materials. Students could adequately view materials.	4	5 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	3 Confirmed all equipment was available; however, did not confirm all was fully operational (e.g., poor quality audio/visual). Did not have issues operating equipment.	4	5 Confirmed all equipment (e.g., laptop, audio/visual, demo. equipment) was available and fully operational. Operated all equipment to full effectiveness.	
TOTAL:					

NOTES / COMMENTS:

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CONTENT DELIVERY (40%)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Explained the context and purpose of the course:					
1 Provided some explanation of the course and its purpose.	2	3 Provided general explanation of the course and the job tasks that it supports.	4	5 Explained how prerequisites and follow-up coursework relate to the course; how the course supports job tasks relevant to students; and emphasized the importance of the course and its content.	
Provided an overview of the objectives and transition between content areas:					
1 Did not review all performance objectives and/or provided very little transition information between content areas.	2	3 Reviewed all performance objectives before and after each module. Summarized the previous content and what will be covered next.	4	5 Explained importance and relevance of performance objectives. Provided summaries and transitions explaining how content areas relate to and support one another.	
Delivered content as prescribed in NTC Instructor Guide:					
1 Included inaccurate content and/or excluded content identified in guide.	2	3 Delivered all guide content accurately. May have introduced some extraneous information.	4	5 Delivered guide content accurately and elaborated on content where appropriate.	
Leveraged toolbox and supporting materials effectively:					
1 Did not reference and/or utilize available toolbox items or supporting materials.	2	3 Referenced all toolbox and supporting materials, but did not utilize them to their full effectiveness.	4	5 Referenced all toolbox and supporting materials accurately and maximized their effectiveness.	
Administered activities (e.g., games, discussions, case studies) effectively:					
1 Provided activity instructions that may have caused student confusion, and/or did not complete or struggled to complete activities.	2	3 Provided activity instructions to students. Followed administration guidance. Mitigated any issues and completed activities without much trouble.	4	5 Provided clear activity instructions to students. Followed administration guidance. Mitigated any issues students encountered during activity immediately and effectively. Facilitated a debrief and discussion of takeaways.	
Managed time effectively when delivering the course content:					
1 Instructor exceeded lesson time allowances and/or had to rush or draw out course content.	2	3 Delivered lesson within time allowances. Pace was relatively consistent. Breaks were based on time intervals.	4	5 Delivered lesson within time allowances. Paced each lesson appropriately for content and student learning. Offered breaks and ended instruction at appropriate points in content.	

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CONTENT DELIVERY (40%) (cont.)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Administered written exam and/or assessment exercise according to the NTC Examination Administration Guidelines and Procedures (if applicable):					
1	2	3	4	5	
Provided vague instructions to students and/or violated one or more administration guidelines or procedures.		Provided instructions to students. Followed administration guidelines and procedures. Monitored administration to ensure time limit was enforced.		Provided clear instructions to students. Followed administration guidelines and procedures. Monitored administration for cheating and time limit enforcement.	
Explained procedures for returning NTC course materials:					
1	2	3	4	5	
Could not sufficiently explain return procedures and/or identify all materials.		Explained return procedures for all materials.		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.	
TOTAL:					

NOTES / COMMENTS:

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STUDENT ENGAGEMENT (25%)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Responded to student questions effectively:					
1 Provided unclear or inaccurate explanations and/or responses to student questions.	2	3 Provided accurate explanations and responses to student questions.	4	5 Provided clear and accurate explanations and responses to student questions. Asked follow-up questions when appropriate. Encouraged and expressed appreciation for student questions.	
Leveraged effective strategies to enhance student learning:					
1 Did not provide effective and/or relevant examples to illustrate content.	2	3 Provided several examples or anecdotes that better illustrated the content. Encouraged and expressed appreciation for student participation.	4	5 Provided several examples and anecdotes that were relevant, better illustrated the content, and elicited positive student responses. Solicited examples / anecdotes from students to share with the class.	
Leveraged effective techniques to confirm student learning:					
1 Did not ask if students had any questions before moving on and/or did not ask specific content questions.	2	3 Asked several questions to identify student understanding at retention and comprehension levels of learning.	4	5 Asked several questions to identify student understanding at multiple levels of learning (e.g., retention, comprehension, application). Provided students with opportunities to demonstrate their understanding of the content.	
Provided effective performance feedback to students:					
1 Provided minimal or person-oriented feedback to students. Feedback was predominantly negative or positive.	2	3 Provided performance feedback to students and identified the actions/resources for performance improvement. Feedback may have been more weighted towards positive or negative.	4	5 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.	
Built rapport and maintained an effective learning environment:					
1 Was impersonal, did not encourage a collaborative classroom, or did not address disruptions and distractions.	2	3 Was friendly, polite, and encouraged a collaborative classroom. Passively responded to any disruptions or distractions.	4	5 Was friendly, enthusiastic, and encouraged a collaborative classroom. Immediately mitigated any disruptions or distractions in an appropriate manner.	
TOTAL:					

NOTES / COMMENTS:

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INSTRUCTOR COMMUNICATION (20%)

BEHAVIORAL INDICATORS / EVALUATION SCALES					SCORE
Used effective verbal communication:					
1 Verbal communication was disorganized or off-topic; volume was too soft or loud; and/or delivery included several pauses, flubs, or stutters.	2	3 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.	4	5 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/uhs").	
Used effective non-verbal communication:					
1 Made minimal eye contact with students and read from notes, and/or body language was distracting.	2	3 Made eye contact with some students and referenced notes to ensure content accuracy and coverage. Body language was acceptable.	4	5 Made consistent eye-contact with all students and rarely referenced notes. Body language (e.g., hand gestures, posture) enhanced communication.	
Portrayed a positive image as an NTC representative:					
1 Did not comply with all NTC dress and grooming standards, and/or did not communicate support for NTC or its materials.	2	3 Complied with all NTC dress and grooming standards. Remained neutral in support of NTC and its materials.	4	5 Complied with all NTC dress and grooming standards. Communicated importance of and support for NTC and the quality of its materials.	
Maintained NTC professional standards:					
1 Acted unprofessionally by using derogatory, off-color, and/or offensive remarks during the course. May have regularly shown signs of frustration.	2	3 Acted professionally, but may not have addressed unprofessional behaviors of others. May have displayed some signs of frustration (e.g., sighs, rolling eyes).	4	5 Acted professionally by not using derogatory, off-color, or offensive remarks. Maintained composure at all times.	
TOTAL:					
NOTES / COMMENTS:					

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EVALUATION CONFIRMATION

Signature

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Signature

Date (MM/DD/YYYY)

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