



# PTDI Certification Visit Process

# Contents



## 1. Site Visit Overview

- ▶ Process roadmap
- ▶ onsite vs virtual visit comparison (which visit type to choose)
- ▶ timeframes

## 2. Demonstrating Your Course Meets PTDI Standards

- ▶ Items required to demonstrate during the visit
- ▶ Detailed requirements for each certification category

## 3. Preparing for the Site Visit

- ▶ Preparation Checklist
- ▶ Detailed preparation for each certification category
- ▶ Specific requirements for virtual visits (technology) and onsite (documentation layout)



# Certification Site Visit Process

For both Onsite and Virtual Visits

# Certification Process Overview



- We are no longer using the old SER, Annual reports or other printed forms
- The Certification Profile is the singular location for course information

# Purpose of a Site Visit

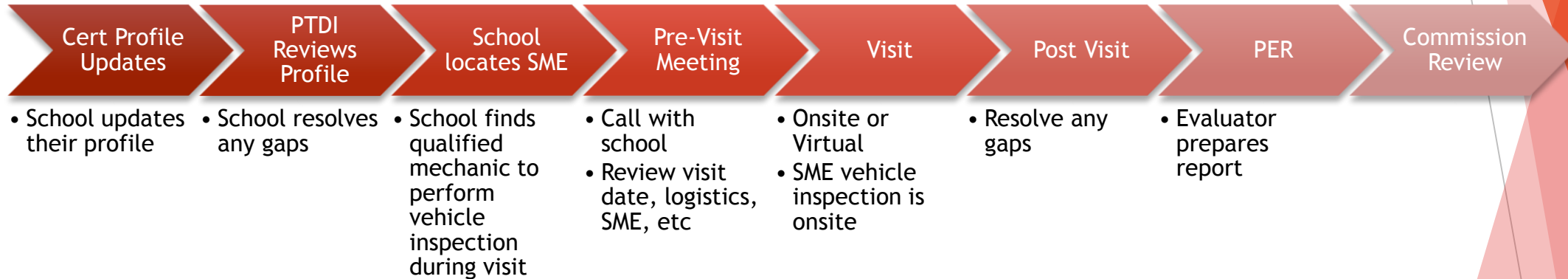


- ▶ A site visit is required before certification of your course can be determined.
  
- ▶ The purpose of a visit is to:
  1. training organization demonstrates how the course meets PTDI standards
  2. verify the course, equipment, range and other operations firsthand

## IMPORTANT NOTE:

The responsibility for demonstrating compliance to PTDI standards lies with the school

# Visit Process Overview



▶ *Cert Profile must be COMPLETE and APPROVED before pre-visit meeting*

# Virtual Visit Roadmap



- ▶ Complete and Submit your Certification Profile
- ▶ Pay the initial certification fee or renewal fee
- ▶ Resolve any gaps identified in Profile and update (if needed)
- ▶ Pre-Visit call AFTER the Cert Profile approved to schedule visit
- ▶ Complete visit preparations (noted in this document) including:
  - ▶ Class in session
  - ▶ Identify your Subject Matter Expert (SME) and provide to PTDI
  - ▶ Technology readiness
- ▶ Visit is completed
- ▶ Resolve and gaps noted during visit and update Profile (if needed)

# Visit Comparison

*Which should I choose?*



## Onsite Visit

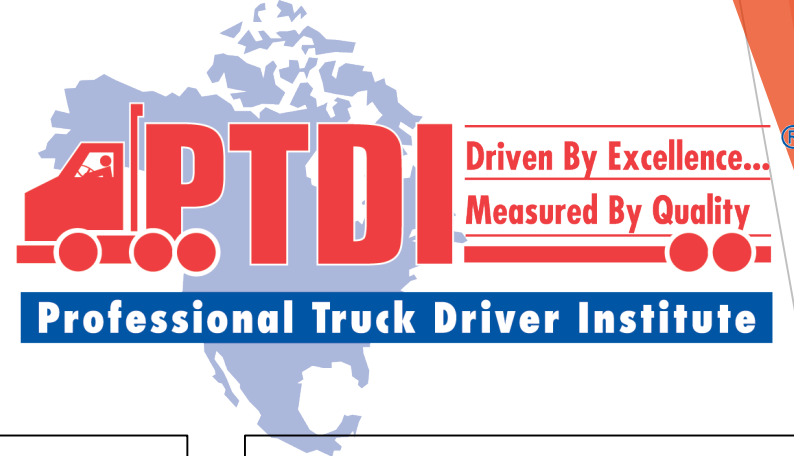
- ▶ Required for initial certification
- ▶ For any program at any level
- ▶ Onsite Visit offers phone support and one on one discussion of school materials
- ▶ An evaluator travels to you and is physically onsite
- ▶ School finds an SME (qualified mechanic) who conducts vehicle inspection onsite during the visit
- ▶ More expensive, additional support, may require LESS time to develop report
- ▶ Onsite visits strongly encouraged when
  - ▶ Additional support needed to help program meet standards
  - ▶ Not fully comfortable with technology

## Virtual Visit

- ▶ Only for recertifications (no initials)
- ▶ Certification ready programs, tech capable
- ▶ Virtual Visit communication over email, best for schools who have few gaps to resolve
- ▶ Internet ready laptop and video conferencing smartphone
- ▶ School finds an SME (qualified mechanic) who conducts vehicle inspection physically ONSITE during the visit
- ▶ Less expensive, less, may require MORE time to develop report
- ▶ Virtual visits encouraged when:
  - ▶ Program confident it meets all standards and less support required
  - ▶ Technology savvy



# Cert Group Timelines



## April

Reminder Notice	Sept
Recert	
▶ Reports Due	Jan
▶ Visit	Feb
▶ PER	Feb-Mar
Annual Report	
▶ Self Assmnt	Feb
Commission Meeting	Apr

## August

Reminder Notice	Jan
Recert	
▶ Reports Due	May
▶ Visit	June
▶ PER	Jun - Jul
Annual Report	
▶ Self Assmnt	June
Commission Meeting	Aug

## December

Reminder Notice	May
Recert	
▶ Reports Due	Sept
▶ Visit	Oct
▶ PER	Oct - Nov
Annual Report	
▶ Self Assmnt	Oct
Commission Meeting	Dec

*Due dates are based on your Cert Group (month of initial certification)*

*Deadlines are in advance of Commissioner meeting to allow for time to conduct visits and complete reviews*

# Visit Timeframe



- ▶ There is no guarantee when certification will be determined.
  - ▶ Excluding Cert Profile updates, PTDI recommends 8 weeks to complete the visit process
  - ▶ Timelines adjust based on factors unique to each organization
  - ▶ Program readiness, gaps in the profile, scheduling, concerns from the visit all may require additional time to resolve
- ▶ The Certification Profile must be approved by PTDI before the visit can be held.
- ▶ Once any areas of concern are resolved, a pre-visit call is scheduled to determine the visit date.

NOTE: the virtual visit process typically takes longer to resolve. Technology issues may delay the timeframe.



# Certification Categories and Required Items

For both Onsite and Virtual Visits

# Certification Categories



0	Training Organization
1	Public Information
2	Course Information
3	Administration
4	Instructors
5	Facilities and Equipment
6	Students
7	Options
8	Enrollment

# 1. Public Information

Outcome: Advertising information reflects program operations and results

## Cert Profile

- ▶ Web Site
- ▶ Catalog
- ▶ Student Package (if needed)
- ▶ Additional Materials (if needed)

## Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Site where course held reflects descriptions and photos in promotional materials

## 2. Course Curriculum

Outcome: Course objectives, curriculum, instruction methods and testing meet standards

### Cert Profile

- ▶ Course Length and Student Ratios
- ▶ Course Unit Hours Detail - Detailed breakdown of anticipated hours for an individual student
- ▶ Course Syllabus or Outline by Unit
- ▶ Lesson Plans by Day (Classroom, Range and Highway)
- ▶ Assessments (Classroom test, sample range assessment, road driving test route)
- ▶ List of instructional materials

### Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Lesson plans available to instructors
- ▶ Lesson plan for day of observation matches instruction being observed

# 3. Administration

Outcome: Quality organizational framework and policies and procedures foster safe, effective, productive training program

## What We Need

- ▶ Organization Chart
- ▶ Course Contacts
- ▶ Policies and Procedures
- ▶ Proof of insurance

## Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Meet admin personnel listed on organization chart
- ▶ Professional interactions with admin personnel
- ▶ Examine applicable licenses, accreditation reports
- ▶ Examine policy manual

## 4. Instructors

Outcome: Qualified and competent personnel provide quality instruction that ensures a superior student experience and trained driver. Instructors are licensed for their areas of instruction, receive continuing education and provided performance evaluations.

### Cert Profile

- ▶ Instructor Name and Duties
- ▶ Instructor Qualifications
- ▶ Instructor Experience (general)
- ▶ Instructor Performance Review
- ▶ Instructor Development Activities

### Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Observe and interview instructors
- ▶ Instructors interaction with students
- ▶ Instructor files contain:
  - ▶ Application, background check, qualifications (resume), performance evaluation (signed), staff development such as continuing education activities (signed)



# 5. Facilities and Equipment

Outcome: Facilities and equipment provide a safe, sanitary and comfortable learning environment. Equipment is comparable to size and power to industry for which students are trained.

## Cert Profile

- ▶ Classroom Facilities
- ▶ Range and Highway
- ▶ Training Vehicles

## Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Tour of facility
  - ▶ Offices, Classrooms, Bathrooms, student areas, Range, In Cab of vehicles, any other facilities
- ▶ FMCSR Level 2 inspection of vehicles
  - ▶ Independent SME on site review
  - ▶ Equipment and maintenance records available, organized and up to date
- ▶ Safe, sanitary and comfortable training environments (classroom and vehicles)

## 6. Students

Outcome: Successful performance and assessment of knowledge and skills criteria is required for course completion. Organized, complete and secure records maintained for all students and a system in place to follow up after graduation.

### Cert Profile

- ▶ Student Admission Records
- ▶ Student Classroom Records
- ▶ Student BTW Records
- ▶ Student Graduation Records
- ▶ Student Follow up and Employment

### Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Excellent (clear and accurate) record keeping of hours
- ▶ Observation of students in class
- ▶ Meet with students (instructors not present)
- ▶ Student survey

### Student Files Include

- ▶ Application/Transcript
- ▶ Instructional Driving Permit
- ▶ Attendance
- ▶ Date classes began, ended and date graduated
- ▶ Timesheets/Logs which provide:
  - ▶ Hours for classroom, range and road
  - ▶ Signed by instructors AND students
  - ▶ BTW hours clearly indicate: Range, Road, Loaded, Night
- ▶ Classroom AND Road tests
- ▶ CDL obtainment
- ▶ HireRight submissions
- ▶ Proof of DOT physical and drug screen

# 7. Options and Variances

Outcome: Independent study and distance learning options follow the same standards and objectives required of classroom instruction. Records of approved variances for alternative methods are kept.

## Cert Profile

- ▶ Independent Study
- ▶ Distance Learning
- ▶ Externship
- ▶ Variances

## Demonstrate During Visit

- ▶ Operations reflect materials provided
- ▶ Description of any applicable Ind Study, Distance Learning or Externship programs
  - ▶ Indicate they interact with the lesson plans and hours
  - ▶ Examine distance learning materials (such as web based training system)
- ▶ Review requested/approved variances and explain how alternate methods are implemented



# Preparing for the Site Visit

What to expect and how to prepare for onsite and virtual visits

# Visit Preparation Checklist



- Certification Profile Updated and Submitted
- Class in session
- Schools secures Subject Matter Expert (SME)
- SME contact info sent to PTDI
- SME on site day of visit
- Instructors available to meet with evaluator
- Students available to meet with evaluator
- Students can access internet to complete survey
- Vehicles ready for inspection
- Facilities ready (all student areas)
- Records and Documents ready
- ONSITE VISIT**
  - Layout (option 1)
  - Layout (option 2)
- VIRTUAL VISIT**
  - Smartphone or tablet with Zoom installed for video conference
  - Laptop or second device with Zoom installed for video conference

# Visit Agenda Outline



## ARRIVAL

- Team Arrives
- Introductions
- Subject Matter Expert (SME) Assignment
- Overview of visit

## CLASSROOM & TOUR

- Observe class in session
- Meet with students, student survey
- Meet with instructors
- Tour of facilities and equipment

## BREAK

- Lunch, Break, prep for visit part II

## RANGE, CURRICULUM, WRAP UP

- Subject Matter Expert (SME) Review meeting
- Range observation (students in session, in cab view)
- Meet with range instructors
- Discussion of curriculum, hours and documentation
- Wrap up and next steps

The order of the day is subject to change.

Review may be adjusted depending on availability and time

# Visit Prep:

## Subject Matter Expert (SME)



- ▶ School provides PTDI a qualified mechanic who can conduct FMCSR Level 2 inspections
- ▶ The SME should be independent (not be from the school)
- ▶ School provides PTDI the contact information no later than the Pre-Visit call
- ▶ The SME will be asked to complete the following BEFORE the visit:
  - ▶ sign a conflict of interest agreement
  - ▶ read guidelines for conduct
  - ▶ Complete a form
- ▶ SME is physically present onsite day of the visit and joins the video conference call
- ▶ When the visit is started, the evaluator will speak with the SME and provide instructions to perform the equipment inspections
- ▶ The SME will meet with the evaluator to report their findings once they have completed their assignment

# Visit Prep: Equipment Readiness



- ▶ Be sure to have the equipment and work facilities ready for inspection
- ▶ The SME will be onsite for a inspection of vehicles (FMCSR - Level 2)
- ▶ SME will look at:
  - ▶ List of equipment
  - ▶ The actual vehicles
  - ▶ Maintenance records (DVIR)
  - ▶ Other related equipment as assigned
- ▶ Be sure you have these documents ready for the SME



# Visit Prep: Facility Readiness



- ▶ All school facilities will be inspected during the visit
- ▶ The tour of the premises should include:
  - ▶ Offices
  - ▶ Classrooms
  - ▶ Bathrooms
  - ▶ All student areas
  - ▶ Range
  - ▶ In Cab of vehicles
  - ▶ Any other facilities
- ▶ The evaluator may ask follow up questions, record video and take photos

# Visit Prep: Instructors and Students



## Instructors

- ▶ The evaluator will speak with course instructors
- ▶ Special time should be set aside for instructors to speak with the evaluator
- ▶ Observation of instructors is required:
  - ▶ Classroom
  - ▶ Range
  - ▶ In Cab

## Students

- ▶ The evaluator will meet with the class
- ▶ Instructors and school personnel should not be present at this time
- ▶ Virtual Visit note: The laptop or smartphone can be projected or on a large display screen
- ▶ Students will be asked to fill out an online survey
  - ▶ Students should have access to an internet ready web browser

Please ensure students and instructors are available !!

# Visit Prep: Materials, Records, & Documentation



- ▶ Have all records used to complete the Certification Profile available and ready
- ▶ Key Areas!! (check you have ALL the required documentation)
  - ▶ Student Files: Be prepared with at least 2 years, preferably 5 years of student records, including current students
  - ▶ Complete lesson plans for classroom, range and road
  - ▶ Instructor files
  - ▶ All student textbooks, printed materials, etc
  - ▶ School advertising materials
  - ▶ List of Employers to follow up with

# Virtual Visit Prep: Technology Readiness



- ▶ Be sure the technology requirements are in place
- ▶ Technology troubles may delay the visit process and certification
- ▶ These requirements should be duplicated at any facilities not immediately on site or within short walking distance
  - ▶ E.g. have another participant on the video conference at additional facilities
- ▶ Smartphone or tablet with Zoom Video Conference app installed
- ▶ A second laptop or computer with access to Zoom Video Conference and Google Drive
- ▶ All devices have internet access with bandwidth speeds to accommodate typical web conference
- ▶ Connected device or screen in classroom for students to see Zoom video conference
- ▶ Students have access to an internet browser (for survey)

## Requirements:

Smartphone

Laptop

Internet

Zoom

Google Drive

# Virtual Visit Prep: Zoom Video Conferencing



- ▶ Zoom Video Conferencing will be used for the Pre-Visit call (to test) and Virtual Visit
- ▶ The Zoom app is available for both Android and iOS (you can find it in the app store under the name: Zoom Cloud meetings)
- ▶ Download and install before the Pre-Visit call. The app should be ready on the devices (smartphone, tablet, laptop) that you will use during the visit
- ▶ Use the same device for both the Pre-Visit call and Virtual Visit.
- ▶ Do not use a desktop computer or laptop for the person who will be walking. A tablet or smartphone must be used for mobility during the visit
- ▶ Links to join the Zoom video conference will be emailed prior to the call and visit.



Learn more about Zoom at: <https://zoom.us/>

# Virtual Visit Prep: Google Drive



- ▶ You may upload files to a shared folder on Google Drive.
- ▶ An internet connection and browser that support access to Google Drive will be needed.
- ▶ Have a second device, such as a laptop from which to you can upload requested files to Google Drive
- ▶ You will be provided a link to access to your Google Drive folder.
- ▶ A Google account is needed to sign in and access Google Drive.
  - ▶ If you already have a google account you can use it, or sign up for a free account.
- ▶ Files may be requested before during and after the visit

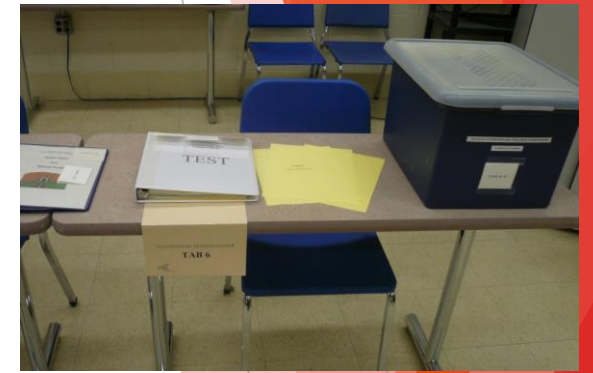
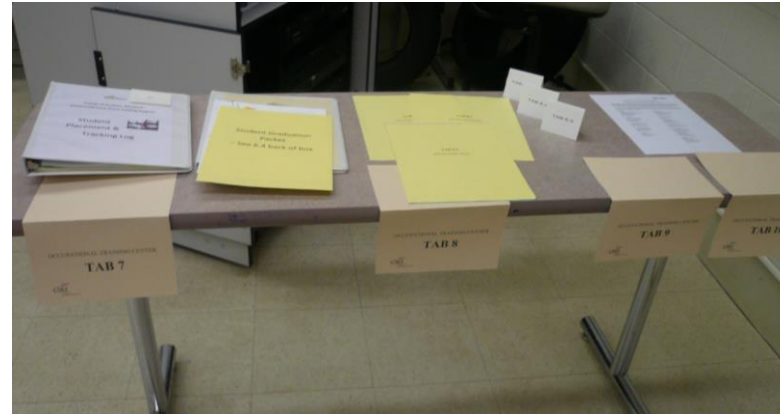


Learn more about Google Drive at:  
<https://www.google.com/intl/en/drive/>

# Onsite Visit: Layout Option 1 (preferred)



- ▶ Table option. Lay out the documentation by standard on tables. Label each group.



# Onsite Visit: Layout Option 2 (alternate)



- ▶ Hanging file folder option. Documentation organized in labeled folders sequenced numerically by standard and those files in hanging files folders (also labeled by standard) in a hanging file frame







**Professional Truck Driver Institute**