



PTDI Certification Visit Process

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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



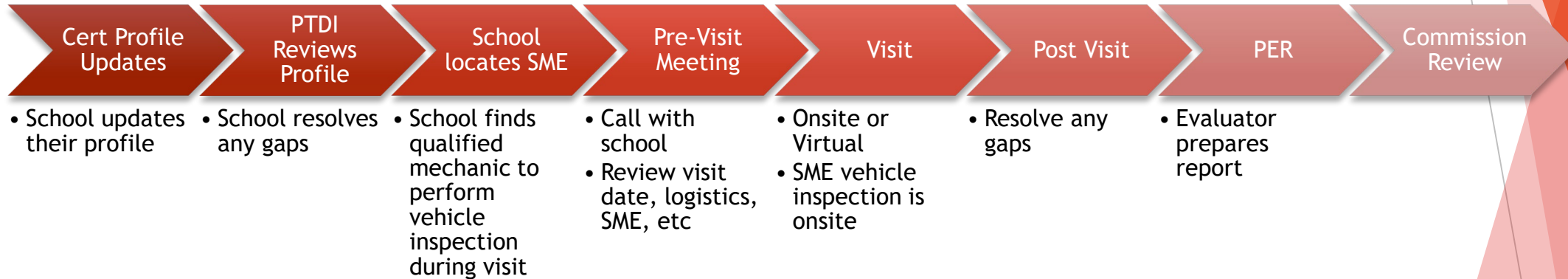
- ▶ A site visit is required before certification of your course can be determined.

- ▶ 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?



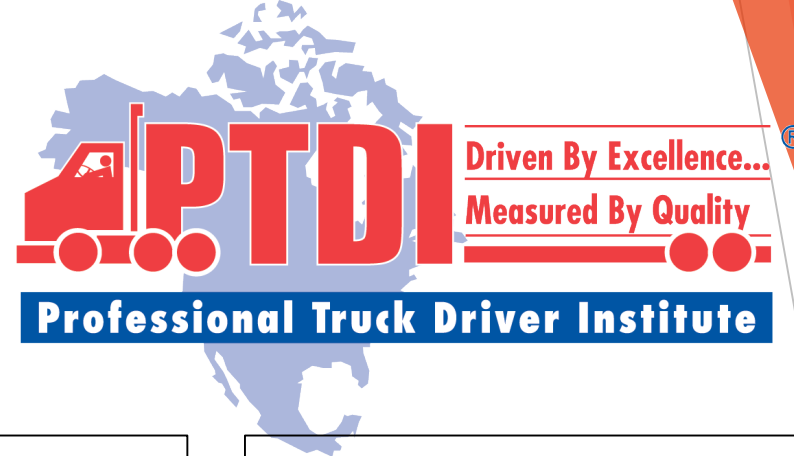
Onsite Visit

- ▶ 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 File (minimum)

1. Application/Transcript
2. Instructional Driving Permit
3. Proof of DOT physical and drug screen
4. Attendance
5. Date classes began, ended and date graduated
6. Timesheets/Logs
 - ▶ Hours for classroom, range and road Signed by instructors AND students
7. Timesheets for BTW hours
 - ▶ clearly indicate Range, Road, Loaded, Night
8. Classroom AND Road tests
9. CDL obtainment;
10. HireRight submissions
11. PTDI Certificate or Seal (upon graduation)

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

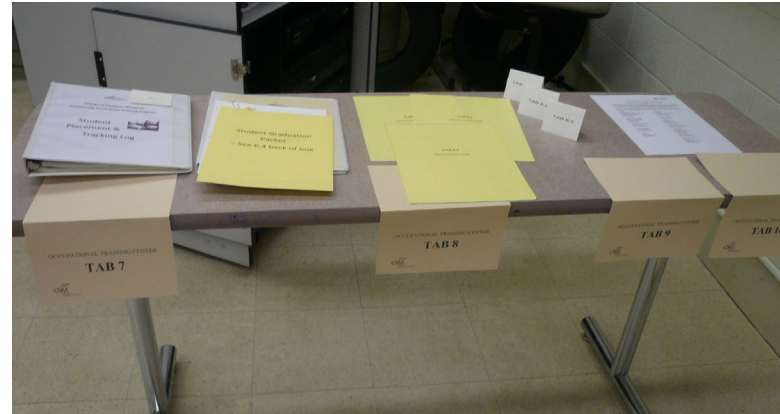


- ▶ Have all records used to complete the Certification Profile available and ready
- ▶ Key Areas!! (check you have ALL the required documentation)
 - ▶ Student Files: Be prepared with at least 2 years, preferably 5 years of student records, including current students
 - ▶ Complete lesson plans for classroom,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

Visit Prep Materials, Records & Docs



- ▶ Onsite visit: Lay out the documentation by standard on tables. Label each group.
- ▶ Virtual Visit: Optional (lay out very helpful but not required for virtual)



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



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

[Download the app for Android \(Google Play Store\)](#)

[Download the app for iOS \(Apple Store\)](#)

- ▶ 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.

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/>



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