

## SWMA Professional Development Committee 2014 Interim Report

Mr. Dale Saunders, Chair  
Virginia

October 5-8, 2014  
Raleigh, NC

### 200 INTRODUCTION

The Professional Development Committee (PDC) (hereinafter referred to as “Committee”) submits its Report to the Southern Weights and Measures Association (SWMA). The Report consists of the SWMA Agenda (NCWM Carryover and NEW items) and this Addendum. Page numbers in the tables below refer to pages in this Addendum. Suggested revisions to the handbook are shown in **bold face print** by ~~striking out~~ information to be deleted and **underlining** information to be added. Requirements that are proposed to be nonretroactive are printed in **bold-faced italics**.

Presented below is a list of agenda items considered by the SWMA and its recommendations to the NCWM Professional Development Committee.

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#### Subject Series List

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Education.....	410 Series
Program Management.....	420 Series

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Glossary of Acronyms and Terms**

Acronym	Term	Acronym	Term
ADDIE	Analysis, Design, Development, Implementation, and Evaluation	NEWMA	Northeastern Weights and Measures Association
ANSI	American National Standards Institute	NIST	National Institute of Standards and Technology
BOK	Body of Knowledge	OWM	Office of Weights and Measures
CWMA	Central Weights and Measures Association	PDC	Professional Development Committee
ISO	International Standardization Organization	RSA	Registered Service Agents
ICE	Institute for Credentialing Excellence	SME	Subject Matter Expert
NCWM	National Conference on Weights and Measures	SWMA	Southern Weights and Measures Association
		WWMA	Western Weights and Measures Association

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**Details of All Items**  
*(In order by Reference Key)*

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## **410 EDUCATION**

### **410-1 I Professional Certification Program**

Professional certifications are offered in many industries as a means of demonstrating competence in a particular field of expertise. Certification may be a means of qualifying an individual for employment or higher pay grade within a profession. The NCWM Professional Certification Program provides confidence that an individual has a strong understanding of U.S weights and measures standards as adopted by NCWM and published in NIST Handbooks, 44, 130, and 133.

Professional certification is available to NCWM members and non-members in the private sector and in government positions. Please note that the person taking the test must be an NCWM member in order to receive the exams for free.

To date, the committee has developed exams for retail motor fuel dispensers (RMFD), basic package checking, and small capacity scales Class III. Additional examinations will be offered in the following order:

- Vehicle tank meters
- Medium capacity scales
- Large capacity scales
- LPG
- Price Verification

Based on a 2011 survey, the existing priorities for the next exams include taximeters, mass flow meters, timing devices, and packaging and labeling requirements. The Committee continues to solicit feedback on priorities for future exams. Please contact the Committee Chair through NCWM Headquarters. A listing of modules and other potential exam subjects is provided in the PDC Curriculum Work Plan (PDC Appendix A).

At the 2014 NCWM Interim meeting, the committee heard the following comments on this item:

- Julie Quinn, MN Weights & Measures Director, made the comment that she had her light duty inspectors take the basic package checking exam and even though they were trained to do volumetric testing, they did not pass the exam because they do not apply the principles in the field very often. Practical experience and not just book learning is necessary to pass the test. Carol Hockert, NIST OWM, agreed and said that NIST OWM's basic package checking course covers only checking packages labeled by weight and the intermediate class is on packages labeled by volume. Ross Andersen indicated that he and the committee will look at the issue and see if something needs to change with regard to this package checking test. The committee plans to survey the states to see if there is agreement that testing packages labeled by volume is really an intermediate, and not a basic, skill.
- In response to a question on how to find current EPOs from NIST Handbook 112, Carol Hockert said that the EPOS were in the process of being updated but would be back on the NIST OWM website this spring. The committee suggests that anyone interested in obtaining the most current EPOs should contact NIST OWM.

- Jerry Buendel, WA Program Manager, asked that the committee not lower the bar on the exams but keep them at a high level. Jerry expressed the need to have the best questions possible to maintain the integrity and the quality of the certification. He also requested that exam takers get feedback when they failed the exam so they can improve on the areas that need to be strengthened. Dale Saunders, PDC Committee Chair, responded on behalf of the committee that providing feedback to the exam takers could jeopardize the ability to get accreditation for the certification program. Julie Quinn offered the opinion that most people know which questions they are unsure of or struggled with.
- Ross Andersen commented that as Certification Coordinator, his job is to regularly evaluate the exam questions to make sure the exams are balanced, relative to the Module and chosen competency level, to check whether individual questions are mechanically flawed or don't fit the learning objective in the module, and to check whether the competency level of the learning objectives are correct. While high failure rates may indicate problems with the exam questions, it may also indicate that candidates are not well prepared for the type of exam they are taking.
- Kurt Floren, LA County AG Commissioner, expressed his appreciation to Ross and the subject matter experts who do not receive compensation for the time and the effort they are putting into this process. Ross Andersen clarified that recently retired weights and measures individuals will be compensated somewhat to help write some of the questions for upcoming exams, as explained in the NCWM Board of Directors' report, Item 110-2.

**Status of Current tests**

Current tests – RMFD, Small Capacity Scales Class III, and Basic Package Checking

The committee reported that exam statistics show steady improvement over time, indicating that much of the problem with passing the tests has to do with a need to acclimate to the learning objectives in the modules and to the experience of on-line testing.

Retail Motor Fuel Devices	FY 2011	FY 2012	FY 2013	Total
# of Registrants	76	107	29	212
# of Certificates Issued	45	83	18	146
% certificates per registrants	59%	78%	62%	69%

Small Capacity Scales Class III	FY 2011	FY 2012	FY 2013	Total
# of Registrants	-	17	51	68
# of Certificates Issued	-	6	18	24
% certificates per registrants	-	35%	35%	35%

Package Checking Basic	FY 2011	FY 2012	FY 2013	Total
# of Registrants	-	15	27	42
# of Certificates Issued	-	5	11	16
% certificates per registrants	-	33%	41%	38%

The vehicle tank meters (VTM) exam is in development now, as well as the medium and large capacity scale exams. The SMEs are currently writing the questions. The Certification Coordinator is currently seeking SMEs for the LPG liquid measuring exam. A notice about SMEs for the price verification exam will come out later this spring. The committee thanks those who have already volunteered to be SMEs.

The committee wishes to acknowledge the SMEs currently working on the VTM and medium and large capacity scale exams:

Vehicle Tank Meters	Medium Capacity Scales Large Capacity Scales
Conrad Brown, ME	Mark Buccelli, MN, Ret
Charles Carroll, MA	Jim Daggon, Rice lake Weighing
Gabe Frezzo, Industry, PA	Dennis Fox, Central Illinois Scale
Lewis Hutfles, KS	Nathan Gardner, OR
Paul Jordan, CA	Joe Grell, Rice Lake Weighing
Antony Joseph, NY	Roger Macey, CA, Ret
John Kirk, VA	Matthew Maiten, Santa Barbara, CA
Gary Kneissel, MN	Mike Mann, WA
Mike Mann, WA	Albie Michelson, WY, Ret
Albie Michelson, WY, Ret	John Pasko, WI
Ron Pierce, PA	Kevin Pfeiffer, VA
Gary Sassaman, Liquid Meas & Controls, PA	Doug Rudy, PA
Scott Simmons, CO	Mike Smith, NY
Mike Smith, NY	Richard Suiter, NE/NIST, Ret
Michael Swimm, ME	Courtney Ward, Quality Scales
Otto Warnlof, MN/NIST, Ret	Otto Warnlof, MN/NIST, Ret
Jared Williams, WI	
Ray Woolfolk, AK	
Jane Zulkiewicz, Barnstable, MA	

The committee also wants to assure members that SMEs will not compromise their ability to be trainers. SMEs will not be allowed to have access to more than 25% of the exam questions.

Don Onwiler made a comment that this restriction on access to the test questions is an important part of maintaining the integrity of the exam process as the certification program moves toward formal accreditation. Eventually exam questions may need to be copyrighted. SMEs should note that they should modify exam questions before submitting them to the certification coordinator if they wish to continue to use those questions in their own exams.

#### **Regional Associations Comments:**

WWMA supports the continued development of the certification and proficiency testing program. The membership recognizes the value of the test in improving skills, enhancing credibility of both weights and measures officials and registered service agents. The committee commends the efforts made by the volunteer subject matter experts, contract staff, and NCWM leadership involved in this initiative.

NEWMA members recognize the importance of the certification exams in demonstrating knowledge and skills in utilizing the handbook, and enhancing the credibility of both weights and measures officials and registered service agents. Members continue to appeal for an overview of their certification exam results so they can determine where skills need improvement. Some individuals are still experiencing problems with timeouts and citation issues. A suggestion was made to again review the amount of time that was allowed to complete each section of the exam. NEWMA is thankful to the volunteer efforts of the subject matter experts, the Certification Coordinator, and others involved in the development and implementation of the certification examinations.

At the 2014 CWMA Annual Meeting, an industry representative asked why so few people were taking the certification tests. MN indicated that their inspectors would only be taking the test every five years, unless there was job turnover. Ohio indicated that labor contracts needed to be renegotiated before they could require their inspectors to take the tests. John Gaccione said that the NE states also were bound by labor contracts that made requiring the tests difficult. They currently require civil service exams. Iowa indicated some states might want to use the tests but might lack the staff and time to develop a program. The room was polled on how the tests were being used:

- Two states (MN and MO) require their investigators to take and pass the certification tests.
- Two states (IA and OH) are working on requiring that their registered service agents take the test.

Ohio is offering five continuing education credits for each test taken and passed by an inspector.

<b>Item 410-1</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
The Committee heard comments from Mr. Stratt Pinagel, Walmart, acknowledging the importance of these exams in promoting uniformity in inspections. Mr. Pinagel asked how many states are requiring successful completion of these exams as a condition for employment of inspectors. Dr. Matt Curran asked whether there were any states who are working toward implementing this in the future. Several states indicated they already require this and several, including Florida, indicate an active interest in pursuing this. Mr. Tim Chesser (Arkansas) indicated that although Arkansas would like to implement a requirement for inspectors to take these exams, Arkansas, like some other states, have personnel regulations that may prevent them from making this a requirement at the present time. He noted, however, that Arkansas is considering requiring this for service companies. Mr. Lou Straub, Fairbanks, noted that the “passing” rate for some of the exams is rather low and commented that, if weights and measures officials are having difficulty passing the exams, this may pose a problem for service personnel who are less familiar with basic weights and measures requirements. Mr. Straub also suggested distinct tests for weights and measures officials and service personnel. Mr. Chesser pointed out that in Arkansas, service personnel are performing many of the same inspection and testing functions as field officials and, therefore, it is important that they have a full understanding of the requirements. Mr. Dale Saunders, VA, PDC Chairman, commented that, with regard to the exam scores, successful completion of these exams indicate a level of professional proficiency and it is important that inspectors be prepared and undergo adequate training prior to taking these exams. After hearing Mr. Saunders’ comments, Mr. Jerry Butler (NC), asked questions about how jurisdictions go about this preparation. Mr. Saunders noted that this preparation is the basic training required of any inspector along with increased emphasis on studying and comprehending the NIST Handbook 44 requirements.
<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard support for the certification program. The Committee appreciates the comments and input and asks for continued input from people as the program progresses. The Committee expressed thanks for those who have volunteered to be SMEs and encourages others to consider sharing their expertise as an SME for exams under development.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (If different than regional committee recommendation)</b>
<b>Regional recommendation to NCWM for item status:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the “Additional Comments” section below</i> )

**Regional Report to NCWM:**

Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region's considerations, support or opposition, and recommendations. **This will replace any previous reports from your region on this item.**

**410-2 I Training**

The purpose of this item is to share best practices and approaches to training in response to the broad training needs of weights and measures jurisdictions, and to serve as a link to various training materials on the web. Eventually, Item 410-2 will become the home for the training material program currently under development by the NCWM Board of Directors.

The Committee reported that the Board of Directors is assembling a new work group to be headed by Michael Cleary, former Director of the California Division of Measurement Standards. The function of the work group will be to develop guidance on the scope of training for weights and measures officials, and will report to the PDC. Anyone interested in serving on this working group should contact the NCWM Board of Directors. Appendix D has been added which includes; A Competency- Based Evaluation Scale, an Interpersonal Skills for Field Training Inspectors document, Standardize Evaluation Guidelines, a Routine Observation Report Form, and a Training Program for Department of Commerce Weights and Measures Investigator I Training. Please note that the newly added items in Appendix D are a work in progress and may change somewhat in the future.

- Mike Cleary gave an overview of the objectives and progress of the Training Manual Task Group. Members include:
  - Mike Cleary, Chair, CA (Retired)
  - Craig Harris, OH
  - Josh Nelson, OR
  - Debbie Radar, AZ
  - Julie Quinn, MN
  - Scott Simmons, CO
  - Agatha Shields, OH
  - Paul Jordan, CA
  - Greg Gholston, MO
  - Nathan Gardner, OR
- The objectives of this group are to:
  - Gather subject matter experts.
  - Identify the core competencies necessary to be a successful weights and measures inspector.
  - Develop a comprehensive field training guide comprised of core competencies linked to the handbooks.
  - Develop a competency based evaluation process.
  - Develop selection criteria for Field Training Inspectors (FTI) and those who will manage the field training and their relationship to management.
  - Develop a Routine Observation Form (ROF) that lists basic employee skills during the training period.
  - Develop a detailed rating system for the ROF.
  - Develop a rating system for the core competencies checklist.

To date, the task group has developed the ROF, a detailed rating for the ROF, a rating methodology (a competency based evaluation scale), and criteria guide for selecting field training inspectors.

- Carol Hockert stated that there have been two Train the Trainer classes, one in April 2013 and another in December 2013. A subsequent Train the Trainer course for those who took the first class will be offered in April 2014. The goal is to develop a long term training program to build a pool of regional trainers for both their states and for their regions. She also said that NIST OWM will conduct a half-day training event at all the regional meetings for managers to evaluate the success of the training.
- Ross Andersen suggested that trainers should be encouraged to take the existing NCWM certification exams to become familiar with the types of questions asked. He also suggested that trainers incorporate the NCWM modules in all of their training plans.

**Regional Associations Comments:**

The WWMA supports the development of a field training program for weights and measures officials. The training program will be a valuable resource in the technical training, professional development and evaluation of weights and measures officials. The program, as envisioned, will allow officials to quickly tailor training programs to the individual program’s needs, provide an outline for each segment of the training, and supply tools for tracking the trainee’s progress and proficiency. The members urge the NCWM PDC and the Board to support this project and closely track its progress.

NEWMA believes that training and development is an important component to any weights and measures program.

<b>Item 410-2</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
Mr. Jerry Buendel, WA, commented that Mr. Mike Cleary, retired CA, gave a very good presentation at the Western Weights and Measures Association meeting on the Training Manual and suggested that Mr. Cleary be invited to give this presentation at the SWMA. Mr. Dale Saunders noted that Mr. Cleary was originally scheduled to give this presentation at the SWMA, but a schedule conflict prevented him from attending. Mr. Saunders reminded the SWMA that the PDC publications, including the manual, are available for viewing on the NCWM web site.
<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard comments in support of this work and looks forward to hearing feedback on this manual and its use.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (If different than regional committee recommendation)</b>
<b>Regional recommendation to NCWM for item status:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the “Additional Comments” section below</i> )
<b>Regional Report to NCWM:</b>
Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region’s considerations, support or opposition, and recommendations. <b>This will replace any previous reports from your region on this item.</b>





**410-3 I Instructor Improvement**

**Report Cleanup:**

At the 2013 Interim meeting, the committee agreed to move the historical data in the current item to Appendix C, with the intention of moving it into the committee archives at the 2014 Interim. Moving forward, historical information will be archived and this item will contain only current action items.

**Current Items:**

NIST OWM provided two Train the Trainer courses as a way to increase the number of trainers available to teach OWM courses. Additional classes will be offered in the future. The training is free, and OWM asks for a minimum commitment from each participant of leading one - two training courses with a NIST OWM trainer in the subsequent year. Expenses involved with teaching the course(s) are covered by OWM. Thirty-seven individuals have been trained thus far.

**Regional Associations Comments:**

The WWMA expresses its gratitude to NIST OWM and commends them for offering this valuable course. The training is designed to improve the quality of weights and measures regulatory activities, enhance the skills of the staff, and promote uniformity. The trained trainers are a beneficial resource which is available to all jurisdictions. This initiative is an excellent example of the innovative partnership between NIST and NCWM.

At the 2014 NEWMA Annual Meeting, a comment was made that having regional trainers that are well trained in adult learning, as well as in technical material, will be beneficial in helping individuals to retain information when training is given. NIST OWM is doing a great job!

At the 2014 CWMA Annual Meeting, NIST OWM reported that 37 student-trainers from 30 states had participated in the Regional Trainer Program so far, and a few were almost ready to start training others on their own. Ohio reported that their trainers were much more effective because of this training. Minnesota asked if similar training could be developed for staff who train new hires one-on-one in the field. NIST OWM prefers to concentrate its efforts on areas where there are gaps so they will not be organizing that kind of training. They recommended the Bob Pike Group and the Training Clinic (both in Minnesota) for developing field trainers.

<b>Item 410-3</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
The Committee heard no comments on this item.
<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard no comments on this item and supports the activities listed under this item.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (If different than regional committee recommendation)</b>

<b>Regional recommendation to NCWM for item status:</b> <input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the "Additional Comments" section below</i> )
<b>Regional Report to NCWM:</b> Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region's considerations, support or opposition, and recommendations. <b>This will replace any previous reports from your region on this item.</b>

#### 410-4 I Recommended Topics for Conference Training

The Board of Directors has charged the Committee with recommending appropriate topics for the technical sessions at future Annual meetings. The Board of Directors asked the PDC to review and prioritize possible presentations and submit those to NCWM Chairman. The Chairman will coordinate with NCWM staff to secure presenters and schedule the sessions.

The Committee acknowledged the continued interest for a presentation on "Making Sense of Electronic Receipts" and is seeking assistance in identifying a suitable presenter on the topic. A comment was heard from the floor that "Price Posting on Retail Motor Fuel Devices" should be added to the list so that the new changes can be explained.

The Committee would like to recommend that the regional associations and NCWM consider offering training on:

- Making Sense of Electronic Receipts;
- Training the Trainer in Adult Learning Techniques;
- Ethics for Weights & Measures Officials; and
- Data Privacy Issues Faced by Weights & Measures Officials.

The PDC continues to carry the following list and recommends these topics for possible training seminars, roundtables, or symposia for presentation at future NCWM meetings:

- Guidelines for Supplemental Declarations (recommended by PALS);
- Alternative Fuels Issues (Fuel Volatility, Ethanol Blending, and Biodiesel Blend);
- Ergonomics (including Proper Lifting Techniques, Back and Stress Techniques, and Office Ergonomics);
- Public Relations (specifically dealing with aggressive/angry people) (recommended by the SWMA);
- General Safety Issues (recommended by the WWMA);
- Defensive Driving (recommended by the WWMA);
- Administrative Civil Penalty Process (recommended by the WWMA);
- Price Verification (recommended by the WWMA);
- Customer Service (recommended by the WWMA);
- Moisture Loss;
- Documenting Investigations for Court Proceedings;
- Honing Presentation Skills;
- Emerging Issues;
- Implementing New RMFD Price Posting and Computing Capability Revisions (recommended by the WWMA);
- Fundamentals of the National Type Evaluation Program (recommended by the WWMA);

- Electric Vehicles: Commercial Devices, Method of Sale, Advertising and Labeling (recommended by the WWMA);
- Understanding the International Weights and Measures Standards Development System (recommended by the WWMA); and
- Crane Operation and Safety (recommended by the NEWMA).

The following is a list of recent presentations. Presentations since 2010 are available at [www.ncwm.net/meetings/annual/archive](http://www.ncwm.net/meetings/annual/archive):

- Taximeter Technology Advancements (Mr. Matt Daus, International Association of Transportation Regulators, 2013);
- Advanced Vehicles and Fuel Quality (Mr. John M Cabaniss, Jr., Association of Global Automakers, 2013);
- Economic Justification and Demonstrating Value of Weights and Measures (Mr. Tim Chesser, Arkansas Bureau of Standards, 2012);
- Conducting Effective Marketplace Surveys and Investigations (Ms. Judy Cardin, Wisconsin Weights and Measures, 2012);
- Public Relations and Customer Service as Regulators (Mr. Doug Deiman, Alaska Division of Measurement Standards/CVE, 2012);
- An Overview of Unit Pricing in the United States (Mr. David Sefcik, NIST OWM, 2011);
- Grocery Unit Pricing in Australia (Mr. Ian Jarratt, Queensland Consumers Association, 2011);
- Grocery Unit Pricing in Canada (Mr. Ian Jarratt, Queensland Consumers Association, 2011);
- The U.S. Hydrogen Measuring System: The Turning Point? (Ms. Kristin Macey, California Division of Measurement Standards, 2011);
- Corrosion in Ultra Low Sulfur Diesel Underground Storage Systems (Mr. Prentiss Searles and Ms. Lorri Grainawi, American Petroleum Institute, 2010);
- Risk-Based Inspection Schemes (Mr. Henry Oppermann, Weights and Measures Consulting, LLC, 2010);
- Diesel Exhaust Fluid (DEF) (Mr. Gordon Johnson, Gilbarco, Inc., and Mr. Randy Moses, Wayne, 2009);
- Fuel Volatility and Ethanol Blending (Mr. Jim McGetrick, BP Products, 2009);
- Investigative Techniques (Mr. Michael Cleary, Retired, 2009);
- Automatic Temperature Compensation (ATC) Field Test Procedures;
- Elements of an Effective Safety and Health Program (Mr. Dan Whipple, Organization???, 2008);
- Analyzing Temperature Compensation Data (Mr. Henry Oppermann, NIST OWM, and Mr. Steven Malone, Nebraska Division of Weights and Measures, 2007);
- The Great Temperature Compensation Debate (Mr. Ross Andersen, New York Bureau of Weights and Measures, 2007);
- NIST Handbook 44 Scale Code Tare Changes (Mr. Steve Cook, NIST OWM, XXXX DATE).

**Regional Associations Comments:**

The WWMA recommends adding the following topic to the conference training list: “Outreach and Promotional Materials”. For example, outreach to legislative bodies, the general public, civic groups, industry and news/social media.

The CWMA recommends training on the 2012 changes in Handbook 44 related to pre-delivery and post-delivery discounts on retail motor fuel dispensers.

<b>Item 410-4</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
Mr. Dale Saunders, PDC Chairman, indicated that the Committee is looking for input from the SWMA on training topics of interest. He asked for people to provide comments to the SWMA PDC. He also indicated he is considering sending out a brief survey to SWMA members on possible topics to forward to the NCWM PDC.
<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda

<input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard no comments in opposition to this item. The Committee believes that providing this technical training at the NCWM Annual Meeting is beneficial to members.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (<i>If different than regional committee recommendation</i>)</b>
<b>Regional recommendation to NCWM for item status:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the "Additional Comments" section below</i> )
<b>Regional Report to NCWM:</b>
Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region's considerations, support or opposition, and recommendations. <b>This will replace any previous reports from your region on this item.</b>

## 420 PROGRAM MANAGEMENT

### 420-1 I Safety Awareness

- Brett Gurney, UT Weights & Measures Program Manager, notified the committee that he is now the representative for the Western Weights and Measures Association and will be submitting his article soon.
- Julie Quinn reminded the committee that Regional Safety Liaisons should contact the states within their regions to obtain information about the general types of safety problems experienced. Jurisdictions are encouraged to send their safety reports and issues to their Regional Safety Liaison, who in turn will forward them to the PDC.

Below is a list of the Regional Safety Liaisons. Regional Associations should keep the committee updated on current liaison assignments.

**Central Weights and Measures Association (CWMA):**

Ms. Julie Quinn, Minnesota Weights and Measures Division

**Northeastern Weights and Measures Association (NEWMA):**

Mr. Michael Sikula, New York Bureau of Weights and Measures

**Southern Weights and Measures Association (SWMA):**

Mr. Matthew Curran, Florida Department of Agriculture and Consumer Services

**Western Weights and Measures Association (WWMA):**

Mr. Brett Gurney, Utah Department of Agriculture and Food

The Committee will continue asking the regions to prepare articles for the NCWM Newsletter and has revised the schedule as follows for future issues. The Committee plans to notify the Regional Safety Liaisons as their assignment date approaches.

Region	Issue	Article Deadline	Published
WWMA	2014, Issue 1	18-Jan-14	February
CWMA	2014, Issue 2	16-Apr-14	May
NEWMA	2014, Issue 3	17-Jul-14	September
SWMA	2015, Issue 1	24-Jan-15	February

Email all articles to NCWM headquarters at [info@ncwm.net](mailto:info@ncwm.net).

The Committee would like to thank those persons who submitted safety related articles to NCWM Newsletter. In particular, the Committee recognizes the contributors for the 2012 NCWM Newsletters.

- Behavior Based Safety, 2013 Issue 1 (Julie Quinn, MN)
- New Requirements for Right-to-Know Training, 2013 Issue 2 (Mike Sikula, NY)

The Committee asks for suggestions for safety articles that people would like to see in future newsletters and/or safety issues that need to be addressed immediately. The PDC reminds regional associations to check the submission deadlines for their upcoming article assignments. Send completed articles to NCWM headquarters by the submission deadline.

#### **Regional Associations Comments:**

The WWMA reported that Brett Gurney, Utah Department of Agriculture and Food will replace Doug Deiman as WWMA regional safety liaison. The WWMA thanks Mr. Deiman for his service and leadership.

At the 2014 CWMA Annual Meeting, Minnesota echoed Bob Murnane's comment from the NCWM interim meeting, that this item was one of the most important but least developed items on the agenda, and urged volunteers to join the committee specifically to work on developing it. A discussion of common safety issues ensued. The following safety concerns and incidents were reported:

- Electrical Hazards
  - Grounding problem in an electric pump on a prover caused a fire and destruction of a return hose
  - Electrical grounding problem at a dispenser caused the death of a young girl at a marine fueling station when she grabbed the dock
- Physical hazards from the general public
  - Drive by shootings at gas stations when inspectors were present
  - Bank robbery in a grocery store while the inspector was checking cash register scales
  - Inspectors being struck, or nearly struck, by vehicles while they worked
  - Inspectors not knowing electric vehicles were in their work area because the vehicles make no sound
  - People smoking in gas stations
  - People on cell phones, particularly at gas stations
- Physical hazards from business owners and clients
  - Inspector being jumped from behind by an angry station owner
  - Inspector being locked in an office by an angry owner

- Grenade found in the cabinet of a rmfd at a location where the owner was hostile to the inspector
  - Snakes in RMFD cabinets
  - Confined spaces – scale pits
- OSHA requiring a respiratory program when inspectors have to work at sites which require them to use respirators.

<b>Item 420-1</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
The Committee heard from Mr. Ken Ramsburg (MD) indicating that Mrs. Elizabeth Koncki (MD), is replacing Dr. Matt Curran (FL) as the SWMA’s Regional Safety Liaison. The SWMA’s contribution to the newsletter is due in January 2015. If members are interested in any specific safety-related topics, please contact Mrs. Koncki.
<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard no comments on this item and encourages continued support of the safety-related articles to promote safety in the workplace.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (If different than regional committee recommendation)</b>
<b>Regional recommendation to NCWM for item status:</b>
<input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the “Additional Comments” section below</i> )
<b>Regional Report to NCWM:</b>
Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region’s considerations, support or opposition, and recommendations. <b>This will replace any previous reports from your region on this item.</b>

**420-2 I PDC Publication**

No comments were received at the 2014 NCWM Interim meeting. The PDC will work with NCWM staff to revamp the NCWM webpage to improve accessibility to PDC publications.

**Regional Associations Comments:**

The WWMA recognizes the value of the improved website and commends NCWM for its work.

<b>Item 420-2</b>
<b>Summary of comments considered by the regional committee (in writing or during the open hearings):</b>
Mr. Dale Saunders, PDC Chair, reminded the SWMA that the PDC publications are available for viewing on the NCWM web site and encourages members to access them.

<b>Item as proposed by the regional committee: (If different than agenda item)</b>
Same as proposed.
<b>Committee recommendation to the region:</b> <input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> )
<b>Reasons for the committee recommendation:</b>
The Committee heard no comments on this item and supports continued maintenance of these documents on the web site.
<b>COMPLETE SECTION BELOW FOLLOWING VOTING SESSION</b>
<b>Final updated or revised proposal from the region: (If different than regional committee recommendation)</b>
<b>Regional recommendation to NCWM for item status:</b> <input type="checkbox"/> Voting Item on the NCWM Agenda <input checked="" type="checkbox"/> Information Item on the NCWM Agenda <input type="checkbox"/> Withdraw the Item from the NCWM Agenda ( <i>In the case of new items, do not forward to NCWM</i> ) <input type="checkbox"/> Developing Item on the NCWM Agenda ( <i>To be developed by source</i> ) <input type="checkbox"/> Unable to consider at this time ( <i>Provide explanation in the "Additional Comments" section below</i> )
<b>Regional Report to NCWM:</b> Please provide your report in this section exactly how you want it to appear in the NCWM reports to represent your region's considerations, support or opposition, and recommendations. <b>This will replace any previous reports from your region on this item.</b>

- 
- Mr. Dale Saunders, Virginia | Committee Chair
  - Mr. Robert McGee, South Carolina | Member
  - Mr. John Gurken, North Carolina | Member
  - Mr. Doug Killingsworth, Georgia | Member
  - Mr. Derek Underwood, South Carolina | Member

**Professional Development Committee**





## Appendix A

### Professional Certification Program Curriculum Work Plan

Revised January 2014

#### Module / Subject

#### Level 1 / Level 2 / Level 3

- 1. Fundamentals of Weights and Measures**
  - 1.1. Introduction to Weights and Measures Programs
  - 1.2. Weights and Measures Laws and Regulations
  - 1.3. Field Standards and Test Equipment
  - 1.4. State Program Scope and Overview
  - 1.5. Enforcement Powers
  
- 2. Weights and Measures Administration**
  - 2.1. Fundamentals of Weights and Measures Administration (Commercial System, Powers and Duties, etc.)
  - 2.2. Administration Functions (Personnel, Management, Budget, Safety, etc.)
  - 2.3. Legislation and Regulations (Legal Considerations, Interaction with Legislature, Stakeholders, Industry, etc.)
  - 2.4. Regulatory Control (Device Inspection, Commodities, Complaints)
  - 2.5. Laboratory Metrology Administration (Purpose of Laboratory, Responsibilities of Metrologist, NIST Expectations for Recognition of Laboratory, Quality System, Training Requirements, etc.)
  - 2.6. Public Relations and Communications (Publicity, Public Relations, Communications)
  
- 3. Laboratory Metrology**
  - 3.1. NIST Fundamentals of Metrology
  - 3.2. NIST Mass Metrology Seminar
  - 3.3. NIST Volume Metrology Seminar
  - 3.4. NIST Length Metrology Seminar
  - 3.5. NIST Advanced Mass
  
- 4. Device Control Program**
  - 4.1. Safety Considerations
  - 4.2. *NIST Handbook 44* – Introduction to Device Control
  - 4.3. Weighing Systems, General
    - 4.3.1. Static Electronic Weighing Systems, General
    - 4.3.2. Static Mechanical and Hybrid Weighing Systems, General
    - 4.3.3. Dynamic Weighing Systems, General
    - 4.3.4. Precision Weighing Systems Class I and II
    - 4.3.5. Small Capacity Weighing Systems Class III
    - 4.3.6. Medium Capacity Weighing Systems Class III
    - 4.3.7. Large Capacity Class III and III L Weighing Systems (Vehicle and Livestock)
    - 4.3.8. Large Capacity Class III and III L Weighing Systems - Advanced
    - 4.3.9. Railroad Track Weighing Systems
    - 4.3.10. In-Motion Railroad Track Weighing Systems
    - 4.3.11. Hopper Weighing Systems
    - 4.3.12. Automatic Bulk Weighing Systems
    - 4.3.13. Automatic Weighing Systems
    - 4.3.14. Belt Conveyor Weighing Systems
    - 4.3.15. In-Motion Monorail Weighing Systems
    - 4.3.16. Point-of-Sale Weighing Systems
    - 4.3.17. Other Specialty Weighing Systems
  - 4.4. Dynamic Measuring Systems – General
    - 4.4.1. Retail Motor Fuel Dispensers

- 4.4.2. Loading Rack and Other Stationary Metering Systems
- 4.4.3. Loading Rack and Other Stationary Metering Systems – Advanced
- 4.4.4. Vehicle-Tank Meter Systems
- 4.4.5. Vehicle-Tank Meter Systems – Advanced
- 4.4.6. Milk Metering Systems
- 4.4.7. Water Meters
- 4.4.8. Liquefied Petroleum Gas (LPG) / Anhydrous Ammonia Liquid Metering Systems
- 4.4.9. LPG/Anhydrous Ammonia Liquid Metering Systems – Advanced
- 4.4.10. LPG Vapor Meter Systems
- 4.4.11. Mass Flow Metering Systems
- 4.4.12. Other Metering Systems (Cryogenics, Carbon Dioxide, etc.)
- 4.5. Static Volume Measuring Systems – General
  - 4.5.1. Liquid Measures
  - 4.5.2. Farm Milk Tanks
  - 4.5.3. Dry Measures
- 4.6. Other Measuring Systems
  - 4.6.1. Taximeters and Odometers
  - 4.6.2. Wire and Cordage Measuring Systems
  - 4.6.3. Linear Measures
  - 4.6.4. Timing Devices
  - 4.6.5. Weights
  - 4.6.6. Multiple Dimension Measuring Systems
- 4.7. Quality Measuring Systems
  - 4.7.1. Grain Moisture Meters
  - 4.7.2. NIR Grain Analyzers
  - 4.7.3. Carcass Evaluation Systems
- 5. Market Practices, Laws and Regulations (*NIST Handbook 130*) and Commodities (*NIST Handbook 133*)**
  - 5.1. Safety Considerations – Market Practices, *NIST Handbook 130*, *NIST Handbook 133*
  - 5.2. *NIST Handbook 130* – Laws and Regulations
    - 5.2.1. *NIST Handbook 130* – General Provisions
    - 5.2.2. Packaging and Labeling Regulations
    - 5.2.3. Method of Sale Regulations
    - 5.2.4. Quality of Automotive Fuels and Lubricants
    - 5.2.5. Price Verification
  - 5.3. *NIST Handbook 133* – Package Net Contents Control
    - 5.3.1. Commodities – General
    - 5.3.2. Packages Labeled by Weight, Standard and Random
    - 5.3.3. Packages Labeled by Weight, Special Commodities
    - 5.3.4. Packages Labeled by Volume (Volumetric and Gravimetric Testing)
    - 5.3.5. Packages Labeled by Volume, Special
    - 5.3.6. Packages Labeled by Length/Area/Thickness
    - 5.3.7. Packages Labeled by Count
    - 5.3.8. Other Package Types
  - 5.4. Test Purchases
  - 5.5. E-Commerce

**Note:** Initial Verification has been intentionally been left off this listing and will be addressed later.

## Appendix B

### History of Professional Certification Program

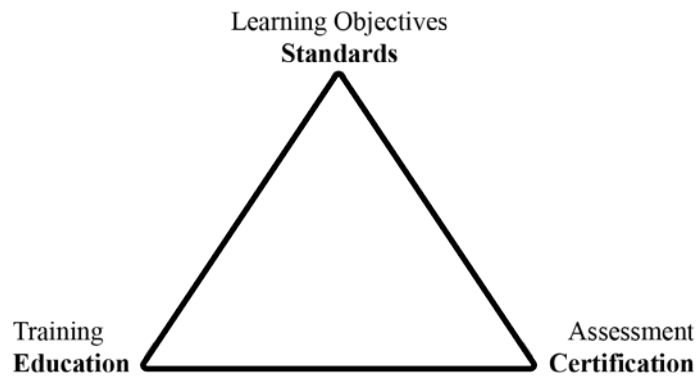
**Source:**

Carryover Item 401-1 (This item originated from the Committee and first appeared on its Agenda in 2003 and has undergone continuing development.) The numbering change reflects harmonization in all NCWM reports. Copies of reports from recent years are also available on the website under interim and annual meeting archives pages.

**Background / Discussion:**

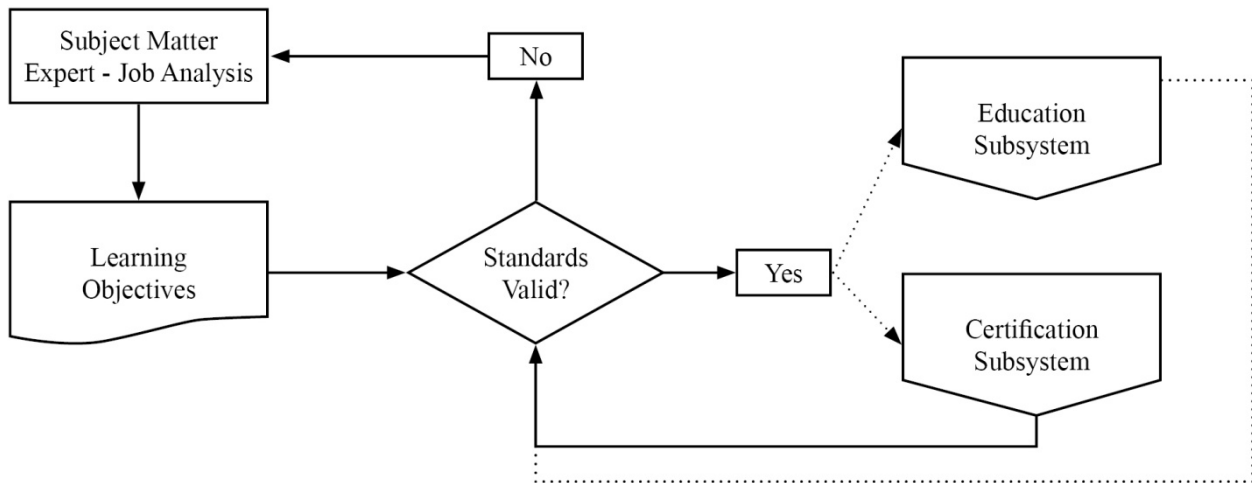
It is important that users of the Professional Certification Program understand how the pieces fit together and form a coherent system. To illustrate the relationships the Committee can describe the system as a triangle of interdependent parts (see diagram below). The standards come in the form of goals with measureable learning objectives. The education part involves training provided to help the candidate reach the desired level of proficiency for each of the learning objectives. The certification involves an assessment of proficiency that measures whether or not the objectives have been met.

**Certification Triangle**

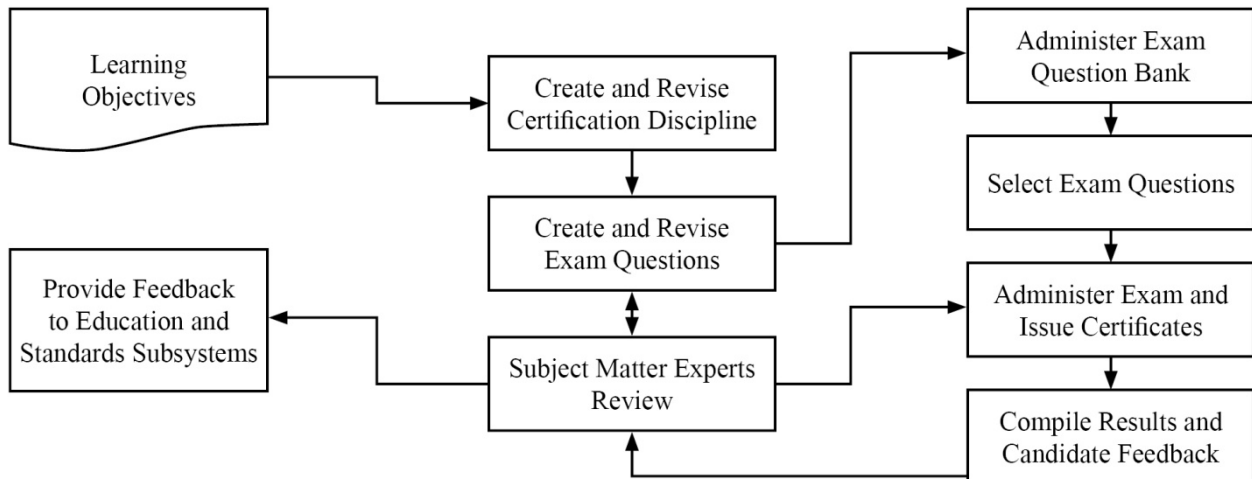


The Committee has until now focused attention on the standards and the certification pieces in the triangle as illustrated in the following flowcharts.

### Standard Subsystem



### Certification Subsystem



The Committee has described this work in a number of documents. In those documents the Committee is using terminology consistent with current usage in the education and certification field. The following important terms will be used throughout the Committee’s work on the subject.

**Body of Knowledge (BOK)** – refers broadly to the knowledge and skills required to function as a weights and measures professional. The term may refer broadly to the entire scope of knowledge and skills required within the profession or in a more directed manner to any selected subset for which the particular person is responsible. The BOK describes what you expect the weights and measures professional to achieve as opposed to how he/she will achieve it. To make the BOK more manageable in administration of the Professional Certification Program, it will be subdivided into modules in a tree-like structure moving from general knowledge and skills to more specific.

**Module** – refers to a group of related subject materials within the BOK. The module contains the articulated learning objectives for the subject area. Each module is considered a single, self-contained course of study. However, a broader course may span multiple modules and specific training may include only part of a module or parts of multiple modules. The PDC has created a standard format to create modules for the Professional

Certification Program. The Committee has also created the Curriculum Outline and work plans to help manage the work activities within the program to create the many modules necessary to cover the entire profession.

**Learning Objective** – refers to the articulation of expectations of performance in measureable terms. Learning objectives are stated using active terms to be precise and measureable. There are two types of learning objectives, a terminal objective and an enabling objective. Terminal objectives state broadly the expectation of performance. The enabling objectives state the specific parts or steps required to demonstrate competence. The PDC has developed a guide to writing the learning objectives for both terminal and enabling which include the active verbs associated with the cognitive levels in Bloom’s Taxonomy. In training, the instructor will typically choose learning activities to explore each of the enabling objectives in an attempt to reach the terminal objective. In assessment, the questions will typically test for competence in each of the enabling objectives to demonstrate that the terminal objectives have been met.

**Professional Certification** – refers to verification of proficiency relative to all or part of the BOK for the profession as designated by the PDC for inclusion in a certification exam. The selected BOK includes all or part of specific modules and is documented in an exam description. Each of the modules, or combinations, is given a specific weighting in the design of the exam. After obtaining a passing score on the exam, the candidate is issued a certificate stating he/she has met the competency standard.

**Curriculum** – refers to the list of modules that are used to document the BOK (*see Appendix A*).

**Bloom’s Taxonomy** – refers to a classification of levels of cognitive leaning widely used in the field of education. The levels are knowledge, understanding, application, analysis, integration, and evaluation. The active verbs used in the articulation of learning objectives define the cognitive level. In training, the learning activities are matched to the cognitive level. In assessment, the form of the question is also matched to the cognitive level. The use of Bloom’s Taxonomy is described in detail in the *Body of Knowledge Model* document.

The PDC has prepared program documents that are available on NCWM website.

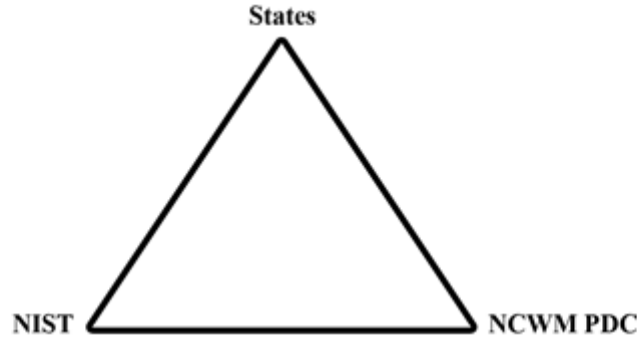
- The Curriculum Outline, which breaks the profession of weights and measures into component parts called modules.
- The Body of Knowledge Model, which explains how to create modules to document the learning objectives.
- The Modules developed thus far.
- The Certifications developed thus far.

Results of the Retail Motor Fuel Dispensing Systems exam indicate it will be very important as the program moves forward that trainers integrate the learning objectives into their materials and design courses in such a way that candidates will achieve the desired levels of learning. *See Item 401-2 Instructor Improvement.*

2011 NCWM Interim Meeting: The Committee addressed the need to build partnerships between the states, National Institute of Standards and Technology (NIST), Office of Weights and Measures (OWM), and NCWM. Each group has roles in relation to the Certification Triangle as shown in the diagram below.

### **Professional Certification Program**

Applying Certification Triangle (Triumvirate Partnership)



- States**
- National Certified Workforce
  - Assessment Tools and Certification Triangle Applied
  - Student Meets Training Milestones
  - Feedback to Trainer and Employee
  - Value Exam Results = Recognition + Adult Learning
  - Develop New Training Standards
  - NCWM/NIST Regional Education and Training

- NCWM PDC**
- Website and Administer Professional Certification Program
  - Enlist SMEs
  - Learning Objectives and Standards
  - Curriculum Work Plans, Discipline, Segments
  - Write/Verify Exam Questions
  - Exam Evaluation/Statistical Analysis

- NIST**
- Training and Education
  - Instructor Improvement “ADDIE”
  - State Instruction Support
  - Technical Materials
  - Train the Trainer Material
  - Classroom and Field Training

2012 NCWM Interim Meeting: The Committee received a comment from NIST OWM that there is a need to provide an assessment tool to measure basic competence in fundamental subject areas such as *NIST Handbook 44*. They hope to partner with NCWM to administer those assessments using NCWM testing service. This would assure that participants at NIST OWM sponsored training possess basic levels of proficiency in prerequisite materials so that instructors can deliver the primary material rather than spend time bringing all students up to the prerequisite level.

The Committee agrees and believes this fits with ongoing efforts to create a BOK and an exam to assess competence in mathematics for the entry level inspector. This could also be a useful tool to any jurisdiction offering training in these basic areas. The Committee will call these baseline competency examinations defined as:

**Baseline Competency Examination** - refers to verification of proficiency relative to one of the basic modules in the BOK for the profession. After obtaining a passing score on the exam, the candidate is issued a certificate stating he/she has met the competency standard.

The initial modules under consideration for the basic competency examinations are:

- Module XX. Weights and Measures Core Mathematics
- Module 4.2. *NIST Handbook 44* – Introduction to Device Control
- Module 4.3. Weighing Systems – General
- Module 4.4. Dynamic Volume Measuring Systems – General

The BOK document for the Core Mathematics module has been drafted and will be posted on the website and appears in Appendix B.

The professional certifications currently developed (or in development) are:

- Retail Motor Fuel Dispensing Systems (Available)
- Package Checking Basic (Available)

- Small Capacity Weighing Systems Class III (Available) and
- Vehicle Tank Meters (In Development)

The Committee reported that 18 Subject Matter Expert (SME) volunteers are working on the basic package checking exam and 20 SME volunteers are working on the small capacity scale Class III exam. Those exams are nearing completion. Invitations will be sent shortly to NCWM members to solicit SME volunteers to work on the vehicle tank meter exam. The Committee noted that SMEs are the backbone of the program but also that they have competing priorities. One consideration is the idea of doing this work using web meetings, one to brief and train SMEs at the start of a project and one at the end to resolve any remaining issues with complex questions on the exam. The idea is to minimize the time commitment of our SME volunteers while maintaining high quality in our exams.

The PDC conducted a survey in November 2011 to evaluate priorities for future exam development, appropriate range of device capacities to include in the medium or large capacity scale modules, request feedback from people who had taken the Retail Motor Fuel Dispensing Systems Exam, appropriateness of our examinations for Registered Service Agents (RSA's), and potential problems in standardizing exams on the current NCWM standards.

The Committee received 134 responses covering 25 states, approximately 80 % weights and measures and 20 % industry. Based on the responses the Committee has selected the following subjects for priority development and will be requesting that the Board of Directors extend the Certification Coordinator's contract for these new projects:

- Medium Capacity Scales
- Large Capacity Scales III and IIII
- Liquefied Petroleum Gas (LPG) and Anhydrous Ammonia Liquid
- Price Verification

Survey questions on the Retail Motor Fuel Dispensing Systems Exam indicated that the majority were somewhat or very satisfied with the test taking experience, that the exam questions were appropriate to the basic level inspector, that the questions were straight forward and clearly written, and that they were able to finish in the allotted time. The only problems identified seemed to be related to computer connections and loading of graphics. NCWM staff worked with the testing service to mitigate these issues.

On the issue of using NCWM professional certifications for RSAs, the majority responded with interest in this area. The Committee worked with NCWM staff to solicit RSA volunteers to take the exam for free in order to obtain feedback. Volunteers who passed the exam would receive the formal certificate if they were members or if they pay the \$75 testing fee as non-members. Four RSAs took the exam thus far and others are scheduled to take it. The Committee will gather additional data, evaluate the results and report at the Annual Meeting.

2012 NCWM Interim Meeting: Several state officials questioned the appropriateness of charging these volunteers for the certificate if they are non-members. They noted that the service agents invested considerable time in taking the exam so that those who passed could have been rewarded with a waiver of the fee. Mr. Onwiler, NCWM Executive Director, reported that the exam fee structure is controlled by the Board of Directors. The exam fee is waived for members as a way to improve membership value. The exam has always been available to service agents, but this was a means of acquiring volunteers for data collection without making them pay fees as non-members. The Committee verified that participants were advised of the conditions when the volunteers were contacted. The Western Weights and Measures Association (WWMA) made a proposal in 2011 that NCWM consider a tiered membership that would allow for a group rate category or reduced fees for non-members presently employed in a weights and measures related field wishing only to take the examinations. The Committee will ask the Board of Directors to consider these comments.

On the subject of the use of the current NCWM standard as the basis of all exams, the feedback from the survey clearly indicated that this should not be a problem for most jurisdictions. Therefore the Committee will develop all exams based on the current editions of NCWM standards.

2014 SWMA PDC Annual Report  
 Appendix B – History of Professional Certification Program

Officials had concerns about preparing their workforce for taking the Retail Motor Fuel Dispensing Systems Exam. As the PDC proceeds in offering other certifications, the Committee wants jurisdictions and industry to feel supported and confident that the training they provide for their workforce will be comprehensive and will prepare their people to take the certification exams without providing them with the exam questions. The Committee therefore recommends better communication so they understand what tools are available to help them create their own comprehensive training programs. The critical viewpoint is that a professional has to be prepared to perform the job and not just prepared to take the exam. This is the age old question of training to the learning objectives (the BOK) or training to the exam. The Committee strongly believes that training has to focus on the BOK and not on the exam questions.

2012 NCWM Annual Meeting: The Committee met with the Board of Directors to provide an update on progress and agree on priorities. The Certification Coordinator reported that two additional question banks for small capacity scales Class III and package checking had passed the technical review and were submitted to NCWM Headquarters. He also reported that SME volunteers are now working on the vehicle tank meter exam, and that he is expecting to start the search for SME volunteers for the medium and large capacity scale exams shortly after the Annual Meeting. NCWM Executive Director Don Onwiler reported that there has been a slight glitch in the system that must be corrected before two new exams can be opened for use. This involves making sure that Headquarters controls the individual's access to exams. Each candidate gets access to initially take the exam and then can get a retest if they fail. The original process had given the candidate access to all exams using the same credentials. As soon as this is corrected they will broadcast the availability of the two new exams.

The idea of accrediting the certification program was discussed. The Executive Director reported that he had been discussing the idea with the Institute for Credentialing Excellence (ICE) to see what parts of our program might be potential stumbling blocks. One area involves the SMEs who develop and vet the test questions. Our problem is that our SMEs are virtually all trainers within their jurisdictions and the vetting and training functions need to be separated. One possible avenue that we are pursuing is to restrict the access each SME has to the exam bank by only allowing them to review a part (~1/4) of the test bank. The advice also suggested that SMEs be asked to sign over rights to the test questions and that NCWM seek to copyright its exams. The Committee and the Coordinator will continue to work with the Executive Director toward the goal of meeting the accreditation standards and both the Coordinator and Headquarters will work on documenting procedures as a necessary step in that process. The Executive Director will continue to seek advice towards this long term project from ICE.

The Executive Director provided the Committee and the Board of Directors with following statistics on the Retail Motor Fuel Exam.

	FY 2011	FY 2012
Number of Individuals taking the exam	76	128
Number of Organizations taking the exam	32	68
Number of Exams taken	189 Note(1)	Note (2)
Number of Certificates issued	45	79
Further Breakout		
State Gov't		86
Local Gov't		37
Industry		5

Note 1. In the Beta testing phase several took the exam multiple times.

Note 2. Results unavailable yet for FY 12

The Committee and the Board of Directors agreed that priorities will remain on the Professional Certifications. The Committee will not be pursuing the competency exams. This will help focus efforts to get the exams out based on priorities established by the survey the Committee conducted.

The Committee understands that the SMEs are a critical part of the certification program. The Committee wants to recognize the individuals that are contributing and also encourage others to volunteer on future projects, i.e. the medium and large capacity scale exams that will start soon. To this end the Committee wants to express gratitude by giving recognition to the following who contributed to the package checking and small capacity scale Class III exams.



Package Checking Basic	Small Capacity Scales Class III
D'Arcy, Carlos, FL	Smith, Dan, AK
Wilson, Peter, VA	D'Arcy, Carlos, FL
Gurney, Brett, UT	Wilson, Peter, VA
Chesser, Tim, AR	Gurney, Brett, UT
Merritt, Kevin, ID	Chesser, Tim, AR
Shultz, Steve, NV	Merritt, Kevin, ID
McGee, Robert, SC	Shultz, Steve, NV
Hicks, Tyler, OK	Stokes, John, SC
Johnson, Ray, NM	McGee, Robert, SC
Paquette, Marc, VT	Hicks, Tyler, OK
Tubacki, Jeff, IL	Johnson, Ray, NM
Dillibaugh, John, PA	Paquette, Marc, VT
Miller, Rachelle, WI	Tubacki, Jeff, IL
Feagan, Bruce, WA	Dillibaugh, John, PA
Butcher, Ken, NIST OWM	Miller, Rachelle, WI
	Feagan, Bruce, WA

The Committee heard testimony from a number of individuals during the open hearings and appreciates the comments. In particular, the Committee is very pleased that states are starting to find ways to integrate our standards and the certifications in their programs. One state reported their efforts to mandate in regulation that Registered Service Agents get NCWM certification to demonstrate competence. Another is giving CEU's to county officials who obtain NCWM Certification. Others are using the exam results to evaluate their training efforts. One jurisdiction is using NCWM certifications in labor relations to demonstrate that retention and promotion decisions are being based on an unbiased third party assessment. The CWMA is considering whether it might be possible to use the NCWM exam in their reciprocal testing program for RSA's.

One state director reported that he had his entire staff take the RMFD exam. He provided some valuable feedback that the Committee and the Coordinator will consider. One involved making clear which version of the Handbooks is being used in the exams. He also reported that candidates taking the exam wanted to learn about which questions they got wrong. He also wanted the Committee to look at extending the Certification Program to accredit the overall W&M program.

The Committee understands the concern about the wrong answers, but maintaining integrity of the test precludes us from giving that kind of specific feedback on the exam. At the end of the exam, the candidate is provided with the pass/fail on each segment of the exam and the final score. The candidate is also provided with the option of designating the email address where the results will be sent. Thus the results could go to a supervisor or the director. The Committee is considering avenues to provide feedback that will help states identify potential weaknesses in their training programs. Again, the Committee wants to divert the focus from the test back to ensuring mastery of the learning objectives in the BOK. To that end, the Committee is considering providing general statistics on each part of the exam so that a jurisdiction/company could compare their staff's results with the composite of all those who took the exam. There is a further fear that providing detailed feedback on specific learning objectives where exam results showed low scoring would then divert the focus from the broad objectives of the BOK.

2012 CWMA Interim Meeting: There was general support for removing much of the content in this item and making it reference material on the NCWM website. There was question regarding how NCWM assesses exam difficulty and a suggestion to look at professional certification programs for other industries to see what the passing rates are and what they use to know if the exams are at the appropriate difficulty level. There were several suggestions to improve the exam process, including a flag button on each test question that test takers could select to notify that a specific question was problematic. Another was to provide a direct link at the end of the test to a survey site or other site for immediate feedback on the test. Another suggestion was to disclose to test takers which

areas of Handbook 44 they should study based on their results, without being told the actual questions that were incorrect. This would maintain the integrity of the test while providing guidance to the test taker.

2012 WWMA Annual Meeting: The WWMA PDC chair presented a PowerPoint presentation reviewing the Professional Certification Program (PCP) entitled “Using the NCWM Program” during the open hearings. One comment/question was received during the open hearings regarding the time limit to take an exam after an individual has registered and received their passcode. The Committee, in conversation with the NCWM Executive Director by telephone, confirmed that there is no time limit for initial log in or between taking the first and second exam. Furthermore, if a NCWM member fails the second exam, he or she can reapply and retest until they pass the exam, free of charge. The Committee discussed the draft FAQ sheet developed by Ross Andersen and recognized that it is a good start and is in need of further development. The Committee is willing to assist with enhancing and clarifying this document. The Committee discussed the exam result data compiled on the three exams to date. The RMFD exam has been available since 2010. The Package Checking Basic and Small Capacity Scales Class III have been available since August 2012. The Committee recognized the likelihood that the pass/fail rate on the exams to date may not reflect the difficulty of the exam since many may be taking the exams to familiarize themselves with the exam process, not necessarily for obtaining the certificate. The Committee discussed accreditation of the PCP, the benefits to both industry and regulatory individuals, and the issue created by crossover between persons serving as both Subject Matter Experts (SMEs) and trainers. The Committee discussed the difference between certification to demonstrate basic competency, accreditation, and licensing with continuing education requirements. The Committee believes that for the PCP to be accredited, more information is needed about the specific accreditation requirements so the NCWM Professional Development Committee (NCWM PDC) can efficiently and correctly design the Program. The Committee encouraged the WWMA audience to take one or more of the three exams that are available. The Committee discussed the need for volunteer SMEs, exam results data, and feedback on the exam taking experience, to assist the NCWM PDC in the continuous improvement of existing exams, and development of future exams. Feedback can be submitted to the NCWM PDC through NCWM via e-mail to [info@ncwm.net](mailto:info@ncwm.net) or call 402-434-4880. The concept of free exams or a “rollback” in pricing for a period of time was discussed. There may be jurisdictions, business organizations, or other entities that desire to take the exams, but find the cost of membership is prohibitive. The Committee believed there might need to be an initial incentive to encourage participation. The Committee recommends the following:

- NCWM survey jurisdictions to find out the number of Registered Service Agents (RSA) within the jurisdiction, whether these jurisdictions require the RSA to pass an examination, and what fees and timelines are associated with these requirements; Determining the number of jurisdictions that require licensing and the content of their examinations, e.g. regulatory vs. technical requirements, would allow the NCWM PDC to evaluate the appropriateness of administering the same exams for RSA’s or development of separate exams particular to RSA’s. The jurisdictions using these written exams in their training programs could do so in conjunction with a field component to certify inspectors and RSA’s.
- NCWM Executive Director continue research into the accreditation requirements and recommend the appropriate accreditation body for the PCP; Weights and measures jurisdictions and industry organizations that may require certification recognize the value and credibility provided through formal accreditation.
- NCWM PDC continue its work refining the PCP FAQ Sheet. The WWMA PDC Committee is willing to assist with enhancing and clarifying this document; The PCP FAQ Sheet is a valuable tool for new exam takers.
- NCWM PDC consider implementing a policy of offering newly introduced exams at a reduced price for a fixed period of time, e.g. \$30 per exam for six months, providing the exam taker agree to provide feedback on the exam contents and exam taking experience before receiving their certificate. NCWM needs to encourage the widest possible participation in the early stages of PCP development. To bring the PCP to full program fruition, offering incentives to exam takers may assist the NCWM in reaching its goals.

One jurisdiction indicated that they would begin using the examinations as part of their annual performance plans and performance evaluations for their staff. The Committee realized that the PCP was originally designed for weights and measures officials, but discussed whether the exams should be modified for RSA to put more emphasis on proper calibrations, sealing, etc..

## Appendix C

### History of Instructor Improvement

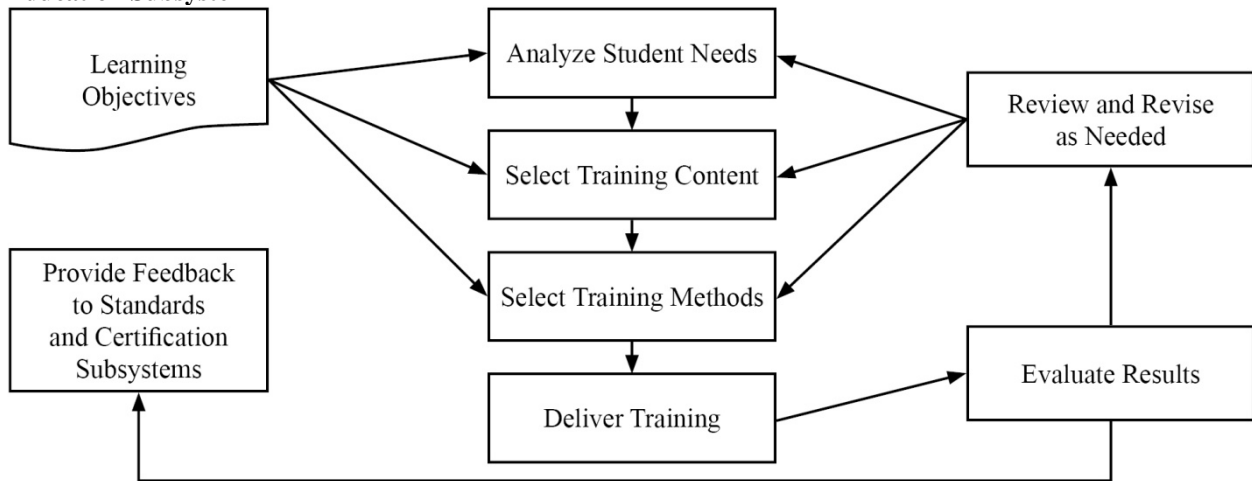
**Source:**

Carryover Item 401-3 (This item originated from the Committee and first appeared on its agenda in 2003.)

**Background / Discussion:**

Prior to the 2010 Annual Meeting, Ms. Harris, NIST OWM, provided the Committee with reference material on teaching methods and assessment of training success. Distilling the essence of these materials, the Committee believes that instructors need training in more than just the technical material; they need training in setting the learning objectives, developing the training materials with those objectives in mind, selecting training methods that incorporate adult learning styles, and evaluating the effectiveness of their training.

**Education Subsystem**

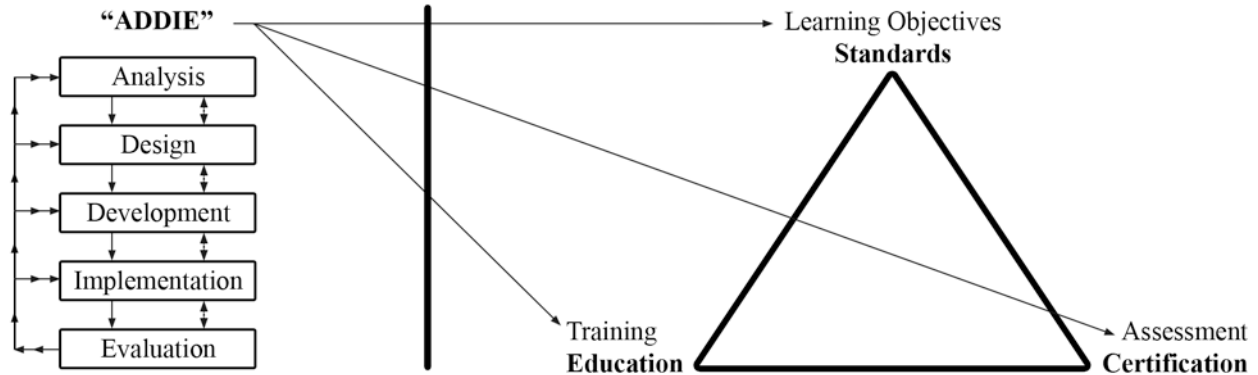


The chart below covers three levels of learning objectives and relates them to (1) the training activities most likely to be successful and (2) the best methods for assessing the success of the training. The curriculum segments state the learning objectives using verbs similar to those in the bottom row of the table. These drive both the training activities required to promote adult learning and the assessment tools appropriate to measure success at that level.

<b>Assessments</b>	Multiple Choice	Multiple Choice	Practical Examples Short Answer
<b>Training Activities</b>	Lecture Videos Examples	Discussion Review Learner Presentation	Exercises Simulations Demonstrations
<b>Cognitive Levels</b>	<b>Knowledge</b>	<b>Comprehensive</b>	<b>Application</b>
	Define Relate List	Restate Discuss Describe Identify	Employ Apply Use Illustrate

NIST OWM has expressed strong interest in collaborating with NCWM in efforts to educate instructors in adult learning techniques and relating them to the learning objectives in NCWM curriculum. The Committee will be posting NIST OWM material on converting technical content to training material on the PDC training resources web pages. The importance of pre-training analysis and post-training evaluation cannot be overestimated. Failure to include these steps often leads to failure of training efforts.

**Professional Certification Program**  
Systems Approach to Training Evaluation



The Committee is calling on the states and other training developers to implement the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) model in their training preparations and post training evaluation. Everyone needs to participate in the development of new BOK modules and then encourage their trainers to use existing BOK modules in their training plans.

The Committee encourages members to also look at the presentation on *A Complete Training Program* prepared by Carol Hockert, NIST OWM. The presentation outlines ways to develop training programs and improve instruction of weights and measures material. Contact Ms. Hockert for a copy.

2012 NCWM Interim Meeting: Advisors from NIST OWM, reported that they are using NCWM BOK in preparing new training initiatives. They are stressing adult learning techniques, particularly focusing on the use of hands-on training as the most popular and effective training tool. This ties in closely with the new baseline competency exams discussed in item 410-1. NIST OWM is using these exams to ensure students in NIST sponsored training courses are competent in prerequisite course materials prior to taking training. They reported that they are already drafting questions for the baseline competency exams. They see significant efficiencies in using NCWM testing services for this purpose since they are already in place.

Ms. Hockert, NIST OWM, recommended a basic math prerequisite for persons taking Metrology or other related weights and measures courses sponsored by NIST. The math exam would allow trainees to demonstrate entry level math skills and make the training process more efficient and effective. One official discussed the California licensing requirement of a college degree which requires a certain number of math courses and asked if this would satisfy the need for the math prerequisite. Several California officials expressed concern about the Professional Certification Program replacing existing state licensing programs, and if adopted it might require amendment of existing state statutes. Because math competency is an essential skill for weights and measures work, the Committee recommends that the PDC include in its scope the development of an exam to demonstrate basic math competency before taking the Fundamentals of Metrology or other training courses at NIST.

2011 SWMA Annual Meeting: It was stated that we should consider training state trainers on adult learning techniques as well as subject matter. No further recommendations were made.

2012 NCWM Annual Meeting: The Committee stressed instructor improvement. The Committee reviewed the importance of using the NCWM learning objectives and the ADDIE model in training. This stresses the importance of training to the goals in the Body of Knowledge and not training to pass the test. If the training is appropriate and has been delivered effectively, the employee should have no problem passing a fair exam. The end is not a certificate on the wall, but rather a competent inspector. In other words;

JOB SUCCESS = EXAM SUCCESS

Carol Hockert, NIST OWM, stressed that good training requires a partnership between the trainee, trainer and the supervisor. The Committee agrees that buy-in from all levels is critical to training success.

2012 CWMA Interim Meeting: The Committee recommended archiving most of the content in this item to the NCWM website as reference material.

2012 WWMA Annual Meeting: The Committee noted that it is in the best interest of NIST and NCWM that regional training efforts be of the highest quality and uniform throughout the U.S. The Committee recommends the following:

- Regional trainers be selected as per the process agreed upon between NIST and NCWM;
- Regional trainers receive courses on adult learning techniques and converting technical information into training materials;
- Regional trainers be afforded the opportunity to shadow NIST trainers as they perform training in individual jurisdictions; and
- The use of funds from the Associate Membership Committee or the NIST Training Initiative Grant be made available for this purpose.

2012 NEWMA Interim Meeting: Members expressed interest in NIST Train-the-Trainer classes. A demonstration was provided on how to access materials for taking the Professional Certification Exams and then for taking the exams. The Committee encouraged those in attendance to seek certification of their inspectors.



## **Appendix D**

### **Training Manual**

## **A Competency-Based Evaluation Scale**

### **Numerical/Adjective Rating:**

#### **5 = Outstanding**

Can perform this skill without supervision or assistance with proficiency in speed, quality quantity, self-initiative, reliability and judgment; can lead or assist others in performing this skill.

#### **4 = Above Standard**

Can perform this skill consistently within established standards of speed, quality and quantity without assistance and / supervision.

#### **3 = Standard**

Can perform this skill generally consistent with established standards of speed, quality and quantity, but requires periodic assistance and or supervision.

#### **2 = Short of Standard**

Can perform this skill only with some assistance and or supervision to insure consistency with established standards of speed, quality and quantity; Able to perform some parts of the skill, but cannot perform the entire skill.

#### **1 = Unacceptable**

Has limited ability or knowledge to perform this skill; Continuous assistance and or supervision required; Performance does not meet established standards of speed, quality and quantity; Demonstrates possible problems in having the learning ability to acquire the skill.

#### **Not Responsive to Training**

Has been repeatedly instructed in a particular subject matter and still fails to demonstrate a knowledge of the subject or is unable to perform the particular task which would exhibit this knowledge, the training instructor should rate the new inspector NRT the training instructor the narrative comments the training attempted and the results of the new inspectors attempt to perform the task.

## Interpersonal Skills For Field Training Inspectors

### **Commitment to service:**

Predisposition to seek responsibility  
Responsive to the public need  
Responsive to the goals of the Department and weights and measures

### **Oral Communication and Listening:**

Conveying ideas to another in a coach-pupil atmosphere  
Clear and Concise in nature  
Responsive to the trainee's needs  
Ability to adjust to the personality of the trainee  
Patience

### **Flexibility:**

Ability to adapt to changing conditions as needed

### **Planning and Organizing:**

Implementing decisions according to a timeline  
Utilizing resources at your disposal to achieve a desired result  
Knowledge of subject matter

### **Follow Through:**

Verifying effectiveness  
Assessing results  
Timely response to inquires

### **Essential FTI Duties**

#### **Observer:**

Patient oversight of the trainee  
Allowing the trainee to act, then giving feedback as to performance  
Implies listening as well as viewing



# NATIONAL WEIGHTS AND MEASURES FIELD TRAINING PROGRAM

## INSPECTOR ROUTINE OBSERVATION REPORT

### STANDARDIZED EVALUATION GUIDELINES

#### PERFORMANCE

##### 1. REPORT WRITING:

###### NEEDS IMPROVEMENT

General inability to accurately organize a concise, understandable report in a timely fashion:

- a. Omission or misstatement of facts
- b. Elements of violation missing/incomplete inspections
- c. Confusing or misleading narrative
- d. Continual spelling errors
- e. Consistent improper grammar
- f. Illegible
- g. Excessive time used

###### COMPETENT

General ability to write reports accurately in organized and timely fashion:

- a. Complete statement of facts
- b. Specific violation elements delineated/completes thorough inspections
- c. Legible
- d. Minimal spelling errors
- e. Correct grammar
- f. Concise, understandable language
- g. Reasonable time used in completion of necessary reports

##### 2. DRIVING SKILLS:

###### NEEDS IMPROVEMENT

Incorrect evaluation of driving situations with loss of vehicle control:

- a. Continually violates Vehicle Code
- b. General disregard for public safety
- c. Involvement in preventable accidents
- d. Inappropriate use of safety lighting equipment
- e. Excessive and inappropriate speed
- f. Inability to exit vehicle safety

**NATIONAL WEIGHTS AND MEASURES FIELD TRAINING PROGRAM  
ROUTINE OBSERVATION REPORT (ROR)  
(DOCUMENTED AT LEAST WEEKLY)**

TRAINEE:

FTI:

DATE:

PHASE:

DATE:

RATING INSTRUCTIONS: Rate observed performance of trainee in the following categories.

**\*NI** = Needs Improvement; **\*\*C** = Competent; **NO** = Not Observed

**A. PERFORMANCE**

1. Report Writing	NI	C	NO
2. Driving Skills: Routine	NI	C	NO
3. Self-initiated Activity	NI	C	NO
4. Knowledge of locations	NI	C	NO
5. Stress Control: Verbal/Behavior	NI	C	NO
6. Safety: Self/Others	NI	C	NO
7. Violator Control: Verbal/Physical	NI	C	NO
8. Decision-Making/Problem-Solving	NI	C	NO
9. Coordination: Multiple Tasks	NI	C	NO

**B. INTERPERSONAL SKILLS**

1. Communication Skills	NI	C	NO
2. Acceptance of Criticism	NI	C	NO
3. Behavior Toward Citizens	NI	C	NO
4. Behavior Toward regulatory Personnel	NI	C	NO
5. Self-Image/Confidence	NI	C	NO

**C. KNOWLEDGE**

1. Agencies Policies/Procedures	NI	C	NO
2. Enforcement Codes	NI	C	NO
3. Resources	NI	C	NO
4. Inspection Procedures/Techniques	NI	C	NO

**D. JOB READINESS**

1. General Appearance	NI	C	NO
2. Forms/Equipment /Specialized Equipment	NI	C	NO
3. Informed on Current Issues/Community Problems	NI	C	NO

-----  
TRAINEE SIGNATURE

-----  
FTO SIGNATURE

# TRAINING PROGRAM FOR DEPARTMENT OF COMMERCE WEIGHTS AND MEASURES INVESTIGATOR I TRAINEE

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## I. PURPOSE

Very few, if any, entry level candidates for Weights and Measures Investigator I positions have well-rounded experience working with weighing and measuring devices. Even candidates from private industry involved in the manufacture or repair of weighing and measuring devices normally have experience with only one or two types of devices, and are not familiar with the principals of legal metrology, or have experience working as government regulators. A significant training period is necessary to teach candidates with demonstrated aptitudes the specific skills they need to function successfully as a Weights and Measures Investigator I before they are able to work on their own and assume responsibility for a territory.

This training program is designed to facilitate the recruitment of entry level candidates capable of mastering the required skills including minority and women applicants in conjunction with the Department of Commerce's Affirmative Action Program.

## II. METHODS FOR TRAINEE SELECTION

Job openings will be posted on the state employment website as light duty or heavy duty territories become vacant. The posting will make it clear whether the vacancy being posted is a light duty or a heavy duty position. Jobs will also be advertised on electronic sites or in print publications aimed at women and minorities in an effort to get a candidate pool which is representative of the state's population. Application is via resume on the state employment website. All resumes are reviewed to find candidates who possess the following prerequisite capabilities:

- Ability to interact in a professional manner with a wide variety of people including co-workers, members of the public, business owners and service agents, and employees of other government agencies such as the DNR and the MPCA;
- Ability to communicate complex technical information coherently in both written and verbal formats ;
- Ability to work independently with little supervision and to manage scheduling and routing work in a large territory;
- Computer skills sufficient to work from a remote laptop through a VPN connection;
- Mechanical skills sufficient to maintain their vehicles, test equipment and standards in good condition, as well as to assess the likelihood of mechanical tampering in the weighing and measuring devices they inspect;
- Physical ability to walk, stand and sit for extended periods of time, to lift up to fifty pounds repeatedly throughout the day, and to work outside in all weather conditions for up to ten hours a day;

