

**KKFI NON-BOARD OPERATOR CERTIFICATION TEST** (updated Feb 2023)

Test Results: \_\_\_\_\_

Tester's Signature/Date: \_\_\_\_\_

[Note: After test results are calculated, the tester will inform the trainee of the results and will forward the test to the designated KKFI volunteer to create a programmer file.]

PLEASE WRITE LEGIBLY:

Name \_\_\_\_\_ Date \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

KKFI requires Program Associates to pass this written certification test.

**You must answer the first 12 questions correctly and 90% overall to pass this test.**

1. What is KKFI's only official on-air station I.D.? (This needs to be complete and accurate as to content and the order in which the content appears.)
  
2. When must the legal ID be given?
  
3. Please define payola. Then give an example of payola.
  
4. Please define plugola. Then give an example of plugola.
  
5. Please define a "call to action". Then give an example of "call to action."
  
6. Under what conditions are non-profit organizations and events exempt from the Call to Action policy?
  
7. The FCC calls "Safe Harbor" that time between 10pm and 6am when adult content can be aired without penalty. Before 2022, KKFI prohibited adult content at all times. In 2022, KKFI changed its policy to allow certain material to be aired during Safe Harbor. Please describe KKFI's Safe Harbor policy for obscene, indecent, and profane broadcasts.
  
8. Under what circumstances can a Certified Board Operator leave the station unattended?

9. List 3 actions you can take to prevent obscene or indecent language or sounds from reaching the air.
10. Alcohol and drugs are allowed in KKFI offices & studios. (circle one) True False
11. Where is the KKFI Public File located? What should you do if someone asks to see the public file?
12. Where is the radio station's license kept?
13. All programmers should be familiar with and agree to the MidCoast Radio Project's Mission Statement. (circle one) True False
14. What is the "interview issues log form"? Who must use it? When?
15. When interviewing artists, producers, or promoters of an event:
- a. How often may we give the venue and contact information?
  - b. May we give ticket prices? (Circle one) Yes No
  - c. May we say on the air that the event is free? Yes No Only if it is a non-profit event for a non-profit organization
16. Name 2 points from the DMCA rules that affect the way you would program a music show.
17. Mary's music show has a lot of call-ins. Her team of volunteers does a great job answering the phones on the show. When these volunteers log their hours in TrackItForward, which category should they select?
- (circle one) Your Show Other Shows
18. Which of the following is recommended when transitioning from one show to the next?
- a. End your program 3-5 minutes before the start of the next show.
  - b. Tell the listening audience what's next.
  - c. During the transition play announcements or music.
  - d. Sign out & close logs, inform the incoming operator how equipment is functioning and take transmitter readings.
  - e. All of the above.

19. Programmer Joe "Early" Bird goes on the air at 6am relieving all night host Sleepy Sam. Almost every week Sam's show runs over, sometimes just a few seconds, sometimes as much as 3 minutes. What should Joe do?
- Talk to Sam about proper transition practices and if Sam keeps violating the rule, ask the Station Manager to handle it.
  - Come into the studio at 5:55 and begin setting up for his show. If Sam doesn't get out by 5:57, just take over and kick him out.
  - File a grievance against Sam.
  - Call Sam up and threaten him if he doesn't stop.
20. It is OK to have a small party in the on-air studio during the weekend or overnight shifts.
- (circle one) True False
21. One of the CD players keeps sticking and failing to play properly. After about the 5th time this happens during a program, Freddy Fantastico says over the air ... (pick the most appropriate statement) ....
- If this station were serious they wouldn't have these toy CD players.
  - Obviously our equipment sucks. If you hate this as much as I do, send us a donation to buy some new CD players.
  - Say nothing, you should not bring attention to the problems.
  - Please call the office number during the day and tell the Manager what you think about our equipment problems.
22. Programmer Johnny B. Goode is tired of doing his show which has been on the air since 1995. His friend Bozo just got certified as a programmer, so Johnny gives Bozo his show and Bozo changes it to a jazz show.
- Is this a violation of station policy? (Circle one) Yes No
  - What, if anything, was violated?
23. Which of the following is most obviously a violation of KKFI's rule on religious programming?
- Programmer says "Christianity is the one true religion."
  - Guest says the quote in answer "A" and another guest says "All religions are equally valid."
  - Programmer plays a gospel song which has in the lyrics, "Forgive a sin, I have confessed to Thee. Forgive me God, and watch over me".
  - Programmer says, "I am going to play a song about Jesus."
  - All of the above

24. Show host Fanny Funk is disciplined by the Station Manager for repeated calls to action and is suspended. She thinks she's being picked on and that the discipline is unwarranted. Which is the appropriate thing for her to do first?
- Call all her friends to come down to KKFI and stage a protest demonstration.
  - Go to an Active Members meeting and raise hell.
  - File a grievance under the KKFI Grievance Procedure within 30 days.
  - March into the Manager's office and demand to be put back on the air.
25. What is "Grievous Harm" to the station? Give an example.
26. It is OK to rewire CD players and add technical devices to the mixing board in either the on air or production studios without prior approval from station management.
- (circle one) True False
27. What 4 questions should you ask a caller when screening a call for a call in show?
28. Who should be contacted to obtain permission to air or rebroadcast any program, segment or material besides music covered by CPB (ASCAP, BMI)?
29. What is "Editorializing"? Under what, if any, circumstance is it OK to broadcast?
30. Please identify which of the following are prohibited from a KKFI on-air broadcast.
- An interview with a political candidate for office.
  - Your endorsement of a political candidate for office.
  - An interview with a guest explaining the facts of an initiative on the ballot.
  - Your endorsement of an initiative on the ballot.
  - Both a. and c.
  - Both b. and d.
31. A spot from PAL has been played and you are familiar with the event or product. According to the KKFI Policy and Operations Manual, is it acceptable for you to make a comment regarding the content of the spot after it has aired if it is a:
- Paid underwriting spot? (Circle one) Yes No
  - Public Service announcement? (Circle one) Yes No
  - Calendar description of a non-profit event? (Circle one) Yes No
  - Promotion of a fundraising event for KKFI? (Circle one) Yes No

32. How early should you arrive for your show?
33. KKFI, because of its non-profit status, must follow an IRS rule to remain non-partisan in election issues both on and off the air.  
(circle one) True False
34. KKFI, because of its license type, must follow an FCC rule prohibiting on-air endorsements of election candidates and issues.  
(circle one) True False
35. Bullying is not tolerated at KKFI. (circle one) True False
36. KKFI policy requires treating others with respect and courtesy. (circle one) True False
37. You receive either a phone call or email from an irate listener who doesn't happen to like you or your show. Per the KKFI Policy and Operations Manual, if you decide to communicate with this listener, how should he be treated?
38. What is the appropriate procedure to follow when you are unable to produce your show on a particular day because of illness, going out of town, or another reason?
39. When Pitching during On-Air Fund drives:
- a. I should give the website (KKFI.ORG) every time I say the phone number (888.931.0901). (circle one) True False
  - b. I should repeatedly announce the goals for each hour/program to encourage giving. ☐ (circle one) True False
  - c. I should keep a positive attitude and explain, in a personal way, the reasons to support KKFI. (circle one) True False
  - d. I should work to get 2 trained people as a Pitch Team to help me during fund drives, and ask the Development Director for help if needed. (circle one) True False
  - e. I should beg and complain when no one is calling, then try to hold the audience ransom until they give some money. (circle one) True False
40. Ticket giveaways on a program must go through the Development Director.  
(circle one) True False

## KKFI PROGRAMMER AGREEMENT

ANY PERSON who wishes to become a Programmer must:

have read and agree to abide by our Code of Conduct (See Appendix A);

have read and agree to support the KKFI Mission, Philosophy, and Affirmative Action Statements (see Appendix B);

agree to contribute regular and reliable work to KKFI outside of their show hours. Regular service is defined as performing a minimum number of hours, as recommended by the Programming Committee and approved by the Board, of volunteer service to KKFI each month for a minimum of six months.

I attest that I have read and agree to support the KKFI. Code of Conduct, Mission Statement and Philosophy Statement and Affirmative Action Statement.

I attest that I understand and agree to contribute to KKFI regular and reliable work outside of my show hours in accordance with the KKFI Bylaws and the KKFI Programmers Policy & Operations Manual.

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Signature

Date

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Printed Name

**Appendix A.**

**KKFI Code of Conduct**  
**Adopted Aug 22, 2018 by KKFI Board of Directors**

KKFI is committed to a work environment in which all individuals are treated with respect and dignity, as are the facilities and resources of the station. The following Code of Conduct is intended to apply to our staff, volunteers, Board of Directors, and guests.

**A. Grievous Harm**

Any person(s) whose act or failure to act endangers the broadcast license of KKFI or its democratic system of governance or who otherwise contrives, causes, or attempts to cause harm of a serious or potentially fatal nature to the corporation may be determined to be working against the best interests of KKFI, and to have betrayed the Mission and Philosophy of KKFI and Mid-Coast Radio Project, Inc.

**Penalty: Immediate Termination by General Manager or Other Designated Person**

**B. Threat to the Safety of Others**

Everyone has the right to feel safe while at KKFI. No firearms or other weapons are allowed on KKFI premises at any time. Physical violence or threatening a KKFI volunteer, staff member or guest, either on or off the premises, will not be tolerated.

**C. Respect for Others**

Volunteers, staff, listeners, guests, and callers must be treated with respect and courtesy. Bullying will not be tolerated.

**D. Prohibition Against Discrimination and Harassment**

KKFI expects that all interactions and relationships among its staff, volunteers, Board of Directors and guests will be businesslike and free of bias, prejudice and harassment. As examples, discrimination, harassment, or coercion on the basis of race, color, gender, sexual orientation, gender identity, gender expression, nationality, national origin, ancestry, religion, age, political affiliation, physical impairment or disability are prohibited.

**E. Equipment Damage/Tampering**

Diligent care must be taken in the use of all KKFI equipment. Misuse or tampering is strictly prohibited. The General Manager or Other Designated Person must approve any changes in the configuration or use of equipment. You may be held liable for careless or accidental damage to equipment.

**F. Personal Use of Equipment**

Neither volunteers, staff members, nor the general public can access our office or studio equipment for personal use, except as provided herein. All equipment is for the use of KKFI business and broadcasts only except as permitted by the General Manager or Other Designated Person or otherwise provided herein.

Limited use of the Community Room computer for personal use is permitted, provided that all requirements of KKFI policies are complied with, and your personal use does not interfere with KKFI business.

Use of KKFI's telephone system to make personal calls should be kept to a minimum so that the phone lines remain available for KKFI business.

**G. Theft**

Theft of any kind will not be tolerated.

**Penalty: Immediate Termination by General Manager or Other Designated Person**

**G. Vandalism/Malicious Mischief**

Sabotage, destruction or intentional damage to station property will not be tolerated.

**Penalty: Immediate Termination by General Manager or Other Designated Person**

**H. Alcohol/Drugs**

KKFI facilities are alcohol-free and drug-free. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is absolutely prohibited in any KKFI workplace or property. No one is allowed to be at the station, either on or off the air, while under the influence of alcohol or illegal drugs, or otherwise impaired by medication.

**I. Smoke/Fragrance in Studio and Offices**

Smoking or burning of candles or incense is not allowed in the studios or offices of KKFI. Smoke damages the equipment and its effects cannot be counteracted. Smoking is allowed outside the building as per Kansas City, Missouri City Ordinance. Inasmuch as many people have fragrance allergies, persons are discouraged from wearing fragrances in the studios or offices of KKFI.

**J. Guests**

All guests must sign in on the guest log and be informed of basic station policies, acceptable behavior and on-air protocol. Programmers are responsible for the behavior of their guests.

**K. Loitering/Unauthorized Parties**

Although KKFI is a community-oriented station, unlimited access to our facilities after business hours cannot be provided for non-essential persons or gatherings of persons. Parties and other non-business gatherings must be approved by the General Manager or Other Designated Person.

**L. Food and/or Beverage in Station**

On-Air Studio: Food and non-alcoholic beverages are allowed in the on-air studio, provided that food and beverage containers are not permitted on the tables where any of the broadcasting or other electrical equipment is located.

Production Studio: Food is not allowed in the production studio. Water in a spill-proof container is allowed, provided that beverage containers are not permitted on the tables where any of the electrical equipment is located.

Community Room: Food and non-alcoholic beverages may be consumed in the Community Room and other designated areas, provided that spill-proof containers should be used for any beverages placed on a table or desk where the Community Room computer or other computer equipment is located.

General: Food and beverages must be kept away from electrical equipment at all times. Spill-proof containers are encouraged for all beverages. You must clean up after yourself. If your consumption of food or beverages causes damage to any KKFI equipment through spills or otherwise, you will be responsible to pay for any repairs.

**M. Posters, Notices, Etc.**

Posters or flyers posted or circulated on station property will be screened for content and offensive language. Items posted on the station bulletin board must be dated.

**N. Station Cleanliness**

All public areas of KKFI should be kept clean. Clean up after yourself and your guests, and return equipment and materials to their proper places.

**O. Penalties and Discipline**

Except where a penalty is specified within a section of this Code of Conduct, penalties for violations will be determined by the General Manager or Other Designated Persons (defined below), who will administer the penalties. In making such determinations, the General Manager or Other Designated Persons shall consider the facts and circumstances and the gravity and severity of the offense. Penalty options include, but are not limited to: a verbal or written warning, additional supervised volunteer hours or other required service to the KKFI community, suspension, and termination. A record will be kept of all disciplinary actions, and this record will be taken into account when determining penalties for any subsequent violations.

The prescribed disciplinary actions do not preclude the Board/General Manager/Other Designated Persons from making rare exceptions based on unusual, extraordinary or unforeseen circumstances as long as the future of the station has not been placed in jeopardy.

Other Designated Person - Person designated by the Board to exercise the rights and responsibilities as described in the KKFI Programmers Policy & Operations Manual and in this Code of Conduct.

## **Appendix B. Excerpts from KKFI Bylaws**

### **Article I – Mission Statement and Philosophy Statement**

#### **KKFI Mission**

KKFI is the Kansas City area’s independent, noncommercial community radio station. We seek to stimulate, educate and entertain our audience, to reflect the diversity of the local and world community, and to provide a channel for individuals and groups, issues and music that have been overlooked, suppressed or under-represented by other media.

#### **KKFI Philosophy**

KKFI is committed to diversity in programming and discourse and seeks to create a climate of mutual respect and collaboration among volunteers and staff.

### **Article III – Affirmative Action**

Section 1. The corporation shall not discriminate against any person or group of persons on the basis of race, gender, sexual orientation, nationality, national origin, age, religion, or disability.

Section 2. The corporation reserves the right to remove membership rights and/or access to persons or groups of persons advocating discriminatory or violent behavior or beliefs, upon two-thirds majority vote of the Active Members present at a duly constituted meeting of the Active Membership of the corporation in full accordance with the general Not-For-Profit Corporation Law of the State of Missouri.

Section 3. The corporation shall fill all staff positions in accordance with Equal Employment Opportunity Commission guidelines.

### **Article IV – Volunteers**

Section 1. Classes of volunteers. There shall be three classes of volunteers as follows: Active Members, Programmers and Basic Volunteers. The Active Members shall have the power to designate such other classes, as they deem necessary through changes in these Bylaws.

Section 2. Any person who wishes to become a volunteer must agree to contribute reliable work to the corporation. Volunteer service is defined as work assigned to the volunteer by any committee, the Active Member Chair, the Volunteer Coordinator, any member of the Board of Directors, or staff. If work is not available to any volunteer, the volunteer will still be deemed to have contributed regular service to the corporation, subject to the judgment of the Membership Committee.

Section 3. Volunteers shall maintain their time sheets, and will submit a copy to the Secretary of the corporation for registration by the fifteenth day of the following month.

Section 4. A person may fall within more than one category of volunteer.

**Appendix C. Excerpt from the Programmers Policy & Operations Manual**

**Section III. C. Volunteer Time**

All programmers must contribute the required number of verifiable volunteer hours in addition to their on-air program hours and preparation time in order to maintain Programmer and/or Active Member status. A self-explanatory form is available in the Community Room for listing all your hours. This must be filled out and left in the file folder in the Community Room at the end of each month.