



CTRE™ Course Handbook

A Guide to the Certified Transportation Regulatory Expert Certification





VERSION CONTROL: The policies in this J. J. Keller™ CTRE™ Course Handbook apply to all Certified Transportation Regulatory Expert (CTRE) course enrollments effective on or after December 1, 2025. Updates will be tracked by version number and effective date.

This Handbook is maintained by J. J. Keller & Associates, Inc. (J. J. Keller). The current version governs all CTRE™ Course enrollments and certifications.

NOTE OF UPDATES: This Handbook is subject to periodic revision. The most current version, as published by J. J. Keller, supersedes all prior versions. The latest version is available at: JJKeller.com/CTREhandbook. By enrolling in the CTRE™ Course, you agree to comply with the policies, requirements, and standards set forth in the most current version of this Handbook.

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Administered by: J. J. Keller & Associates, Inc.

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DEFINITIONS

- Course – CTRE™ Foundations, Certification Course administered by J. J. Keller
 - CTRE Foundations – prerequisite course
 - CTRE™ Certification Course – five (5)-day onsite training
- Participant – An individual currently enrolled in the CTRE™ Foundations Course or CTRE™ Certification Course.
- Certificant – An individual who has successfully earned and maintains active CTRE™ certification status.

PURPOSE AND SCOPE

The CTRE Courses are designed for transportation professionals to validate their understanding of applicable FMCSR regulations and demonstrate competency through successful completion of the CTRE™ Certification Course. Certification is earned by passing the CTRE Final Exam after completing the five (5) day instructor-led course.

ELIGIBILITY REQUIREMENTS

- Successfully complete the CTRE™ Foundations Course.
- Achieve a minimum score of 80 percent on the CTRE™ Foundations Course Final Exam.
- Participants are responsible for scheduling and completing their CTRE™ Foundations Course Final Exam within their active enrollment period.
- Complete and pass the CTRE™ Foundations Course Final Exam no later than two (2) weeks prior to the scheduled in-class CTRE™ Certification Course.

CTRE™ FOUNDATIONS EXAM RETAKES

- Up to two (2) retakes may be purchased for \$100 USD each.
- All retakes must be completed within the same enrollment period unless otherwise approved by J. J. Keller.
- If a participant does not achieve a passing score after two (2) retakes, they must re-enroll in the CTRE™ Foundations Course and restart the testing process.

CTRE™ CERTIFICATION COURSE REQUIREMENTS

- Mandatory Attendance - Participants must attend all scheduled instructional hours for the entire five (5)- day CTRE™ Certification Course.
- Maximum Allowable Missed Time - A cumulative total of no more than 30 minutes (due to late arrival or early departure) across the entire course is permitted.

- Disqualification Threshold - Missing more than 30 minutes disqualifies the participant from certification for that session and requires re-enrollment at full cost to regain eligibility.
- No-Show - Failure to attend without prior notice results in forfeiture of all fees and no refund eligibility.
- Emergency Exceptions - Documented emergencies may be reviewed at J. J. Keller's sole discretion.

Accessibility and Americans with Disabilities Act (ADA) Accommodations: Requests for ADA accommodation must be submitted at least two (2) weeks before the scheduled course start date. Late requests will be reviewed but accommodations are not guaranteed.

CODE OF CONDUCT

All Participants and Certificants must uphold the highest standards of professionalism and integrity throughout the CTRE™ Course and beyond.

- Compliance with Laws and Regulations – Adhere to all applicable transportation regulations and safety standards. Avoid any conduct that could compromise regulatory compliance or public safety.
- Integrity in Learning and Assessment – Complete all coursework and exams independently, without unauthorized assistance. Do not falsify records, credentials, or information provided to J. J. Keller.
- Professional Behavior – Treat instructors, staff, and fellow participants with respect. Avoid disruptive behavior, harassment, or discrimination in any form.
- Dress Code – Business casual attire is required for all classroom sessions.
- Technology Use – Cell phones must be on silent and may be used only during scheduled breaks, except in emergencies.
- Ethical Representation of Certification – Use the CTRE™ certification only while in good standing. Do not misrepresent your certification status or imply government licensure.
- Confidentiality and Intellectual Property – Respect the confidentiality of course materials and proprietary content. Do not copy, distribute, or alter training materials without written consent.
- Reporting and Enforcement – Violations must be reported promptly to J. J. Keller. Confirmed violations may result in disciplinary action, up to and including suspension or revocation of certification, at J. J. Keller's sole discretion.

Appeals of disciplinary actions must be submitted in writing within 10 business days of notification.

CTRE™ CERTIFICATION FINAL EXAM POLICY

- Passing Score - A minimum score of 80 percent on the CTRE™ Certification Course Final Exam is required to earn certification.
- Retake Policy - Unlimited retakes are permitted.
- Retake Fee - Each retake requires payment of a \$200 USD fee.
- Completion Deadline - Participants must complete the CTRE™ Certification Course Final Exam within 30 days of the final class session. Extensions may be granted upon written request for documented extenuating circumstances.
- Proctoring and Integrity - The CTRE™ Certification Final Exam will be delivered through a secure online proctoring system. Participants must comply with all identity verification and proctoring instructions.
- Certification Issuance - Certification status is conferred only upon successful completion of the Final Exam and verification of all eligibility and attendance requirements.

CTRE™ CERTIFICATION MAINTENANCE

- Annual Enrollment Fee - \$200 USD, due on or before the anniversary of certification. Failure to pay within 30 days may result in suspension.
- Recertification Exam - \$150 USD, required every three (3) years to maintain certification. The exam reflects regulatory updates from the preceding three (3) year period.
 - Recertification Fee - \$350 USD, which includes the Annual Enrollment Fee (\$200 USD) and Recertification Exam (\$150) for that year.
- Passing Score - 80 percent minimum required to maintain certification.
- Failure to Recertify - Failure to complete the exam or pay required fees results in suspension of certification status.
- Retake Policy - Retakes are permitted and may be subject to additional fees.

PUBLIC RECOGNITION AND OPT-OUT

Upon successful completion, J. J. Keller may publish your name and certification status on its official website or other platforms. If you prefer not to be listed, submit a written opt-out request to consulting@jjkeller.com. Processing may take up to 10 business days.

CANCELLATION AND REFUND POLICY

- Standard Cancellation Window - Cancellations made more than 30 days prior to the scheduled class date receive a full refund.
 - Second Cancellation - A second cancellation within the 30-day window is nonrefundable. However, the amount paid may be applied toward a future session.
- Cancellations Within 30 Days - Cancellations received within 30 days of the class date receive a 50 percent refund. The 50 percent cancellation fee may be waived once, and if, the participant immediately reschedules for a future CTRE™ Certification Course.
- No-Show Policy - Participants who do not attend and do not cancel are ineligible for refunds.
- Notification Requirements:
 - Cancellations - Must be submitted in writing to consulting@jjkeller.com. The time of receipt determines eligibility.
- Transfer of Registration - Participants may transfer their CTRE™ Certification Course registration monies to another individual who has passed the CTRE Foundations Course Final Exam and signed applicable Agreement. Transfers must be completed at least five (5) business days prior to the in-person CTRE™ Certification Course class start date.
- Refund Issuance - Approved refunds are processed to the original payment method within 15 business days.
- Special Circumstances - Requests for exceptions due to emergencies must be submitted in writing to consulting@jjkeller.com for review.

SUSPENSION OR REVOCATION OF CERTIFICATION

J. J. Keller reserves the right to suspend or revoke any CTRE™ credential issued to individuals who:

- Breach the terms of this Handbook or the CTRE Agreement.
- Violate the CTRE Code of Conduct.
- Are convicted of offenses directly related to transportation safety or regulatory compliance.
- Non-payment of annual enrollment fees

Upon suspension or revocation, individuals must immediately cease all use of the CTRE designation, logo, or any representation of certified status. Continued use after revocation may result in further action. Individuals whose certification is suspended may be eligible for reinstatement upon review and payment of applicable fees. Revoked certifications are not

eligible for reinstatement unless otherwise approved by J. J. Keller.

APPEALS AND COMPLAINTS

Participants may appeal exam scoring, certification determinations, or disciplinary actions by submitting a written appeal to consulting@jjkeller.com within 10 business days of notification.

General course complaints or accessibility concerns may also be submitted in writing to consulting@jjkeller.com.

CTRE™ CERTIFICATION COURSE AND FINAL EXAM LOGISTICS

TRAINING LOCATION AND ENTRANCE PROTOCOL

- J. J. Keller & Associates, Inc. Campus at 3003 Breezewood Lane, Neenah WI 54956
- Parking available in front of J. J. Keller main headquarters
- Enter through the Breezewood Lane main entrance
- Check-in with Security upon arrival
- Participants will be escorted to the training room

DAILY SCHEDULE REQUIREMENTS

- Required attendance Monday through Friday from 8 am through 5 pm, CST
- One (1) hour lunch each day
 - Lunch provided daily
- Arrival on Monday must be 15 to 30 minutes early for Security check-in
- Early release on Friday may occur if the schedule allows, but is not guaranteed

PARTICIPANT TRAVEL RESPONSIBILITIES

- Participants are responsible for all travel arrangements
- Participants are responsible for daily transportation to and from the training location
- Participants are responsible for lodging and meals unless otherwise stated

AIRPORT INFORMATION

PRIMARY AIRPORT

Appleton International Airport

2525 West College Avenue

Appleton, WI 54914

Approximate Distance to the Campus: 7 miles

Approximate Drive Time: 12 minutes

SECONDARY AIRPORTS

Milwaukee Mitchell International Airport

5300 South Howell Avenue

Milwaukee, WI 53207

Approximate Distance to the Campus: 100 miles

Approximate Drive Time: 90 to 110 minutes

Green Bay Austin Straubel International Airport

2077 Airport Drive

Green Bay, WI 54313

Approximate Distance to the Campus: 45 miles

Approximate Drive Time: 50 to 60 minutes

LODGING OPTIONS

DoubleTree by Hilton Neenah

123 East Wisconsin Avenue

Neenah, WI 54956

Approximate Distance to the Campus: 3 to 4 miles

Approximate Drive Time: 8 to 10 minutes

Best Western Premier Bridgewood Resort Hotel

1000 Cameron Way

Neenah, WI 54956

Approximate Distance to the Campus: 2 miles

Approximate Drive Time: 5 to 7 minutes

Fairfield Inn and Suites Appleton

132 North Mall Drive

Appleton, WI 54913

Approximate Distance to the Campus: 10 to 15 miles

Approximate Drive Time: 18 minutes

DoubleTree by Hilton Appleton

150 South Nicolet Road

Appleton, WI 54914

Approximate Distance to the Campus: 12 miles

Approximate Drive Time: 18 to 20 minutes

SEASONAL CONSIDERATIONS

- Winter conditions in Wisconsin may include snow, ice, and travel delays
- Participants should plan additional time for travel during winter months

REQUIRED / RECOMMENDED ITEMS

- Laptops are permitted for note taking
- All required course materials will be provided at class start

CONTACT INFORMATION

J. J. Keller & Associates, Inc.

Attn: CTRE Course Administration

3003 Breezewood Lane

Neenah WI, 54956

Email: consulting@jjkeller.com

Phone: (800) 558-5011 (x7365)