



Technical Guidance Material for Examinations And Invigilation Rules at SACAA Accredited Test Centres

Subject: EXAMINATIONS AND INVIGILATION RULES AT SACAA ACCREDITED TEST CENTRES

Date: 06 December 2017

1. APPLICABILITY

This document applies to all SACAA approved test / examination centres and their Invigilators and will detail processes and requirements in order to operate any examination on behalf of the Authority.

2. PURPOSE

The purpose of this document is to ensure standardisation of external test centre procedures and lists the minimum requirements at all approved test centres to ensure security and integrity of the examinations at all times.

This document forms part of the Service Level Agreement (SLA) or Non-Disclosure agreement (NDA) signed between the Director of Civil Aviation (DCA) and Test centre.

3. REQUIREMENTS

It is required that this document be complied by any test centre and its personnel in order to offer the examination services as required and detailed in any SLA or NDA signed between the DCA and the test centre.

4. INTRODUCTION

This document provides instructions and requirements for all SACAA examinations, whether conducted at the SACAA or any approved test centre, written or online.

4.1. Instructions issued to Invigilators.

- a. Before, during and after an examination, all instructions must be strictly followed to ensure that Invigilators are familiar with the procedures to be followed during an examination and so that the important duties delegated to them are performed to the satisfaction of the Civil Aviation Authority.
- b. All instructions must be kept handy during an examination session so that they may be consulted at any time when necessary.
- c. In any emergency, before or during the examination, which is not covered in these instructions, the Invigilator is authorised to use his/her own discretion. However, he/she must report the actions taken to the Examination Section of the Civil Aviation Authority immediately after the session.
- d. Invigilators must familiarise themselves with:

- i. CAR 61
- ii. SA-CAT's 61
- iii. CAR 109
- iv. CAR 110

5. GENERAL

5.1. Notes to Invigilators.

- e. Candidates must present their original licences for identification purposes. Photocopies are not permitted under any circumstances.
- f. All candidates must sign the official attendance register (in the case of written examinations) or authorisation sheet (in the case of on-line examinations) provided for each subject. Attendance registers are only valid for the subject indicated thereon. Under no circumstance must a register be used for another subject. Authorisation sheets must show an entry for each attempted examination.
- g. Each candidate **MUST** receive the applicable examination documents. Under no circumstances may documents be swapped around or may the candidate bring his own examination documents into the examination room.
- h. Documents referred to in paragraph 2(c) are limited to:
 - i. Questionnaires
 - ii. Answer sheets
 - iii. Rough work paper
 - iv. Manuals
 - v. Charts
- i. No examination documents may be provided that contain notes of any kind.
- j. Invigilators must ensure that no notes or any scripts are taken out of or brought into the examination room whether exams are conducted online or written.
- k. If an applicant requires introductory material for the On-line examination system, the Invigilator may schedule the candidate for an introductory assessment titled "Test Assessment" in the scheduling folder. The Invigilator may explain how to read the introduction, view the remaining time for the examination, select the appropriate answer and submit the examination.
- l. All On-line examinations must be recorded through CCTV and kept for a period of 24 months from the date of the examination. If no CCTV recordings are available on request then the candidate's examination will be nullified.

5.2. Control of questionnaires and On-line examinations.

- a. The Invigilator will be solely in control of information pertaining to any examination up until the time of writing.
- b. For walk-in or new registrations at On-line test centres, Invigilators must ensure that the applicant's data is captured in the "Participant information" field on the "Create new participant" page within the Perception software, as follows:
 - i. Field 4- ATO/ASTO number at which the participant receives training.
 - ii. Field 5- ATO/ASTO name at which the participant receives training.
 - iii. Field 6- Candidate's ID or passport number.

5.3. Examination venues and facilities.

- a. The Accredited Test Centre is solely accountable for the venue where a candidate's theoretical knowledge examinations take place.

- c. There must be adequate space for a candidate to write his/her examination, a minimum of 3 feet wide desks are recommended.
- d. There must be adequate temperature and ventilation control within the venue.
- e. The following placards shall be displayed within the test centre:
 - i. A notice stating that the area is recorded through CCTV;
 - ii. Examination rules, as set out in Appendix 1 hereto;
 - iii. Safety or evacuation plan;
 - iv. An external placard depicting when examinations are in progress which must be removed when examinations are not being conducted.

5.4. Arrangements in the examination venue.

- a. The Invigilator at a test centre must ensure that adequate computer facilities are available at a venue when making the bookings. The SACAA Examinations Section will determine if adequate seating facilities are available at a written examination centre when making the examination bookings. It is the duty of the Invigilator at the written venue to ensure that enough chairs have been supplied for the number of candidates writing the examinations.
- b. The Invigilator must ensure that candidates are placed in the venue, online or written, in such a manner that looking at another person's work is not possible.
- c. The Invigilator must ensure that no books, bags/briefcases or any other material not required for writing the examination are kept with or near the candidates. All the aforementioned items must be stored at a designated, secure place at the examination venue as allocated by the test centre.
- d. The serving or partaking of refreshments during an examination is strictly forbidden.
- e. It is the duty of the Invigilator to remove all charts, diagrams, etc. from the examination venue or to turn them around to face the wall and to ensure that all writing areas are cleaned before commencement of an examination session.
- f. Candidates must supply their own stationery.
- g. No smoking is allowed inside the examination venue.
- h. Candidates are allowed the use of calculators in the examination venue provided that the calculators:
 - i. Are not programmable; and
 - ii. Do not have an alphanumeric function.
- i. If a candidate wishes to use a calculator during an examination, he/she must prove that the calculator is not programmable and does not have an alphanumeric keyboard.
- j. When a candidate wishes to use an electronic calculator during an examination and he/she is not sure whether the calculator is permissible, he/she must request approval from the Examination Section of the SACAA at least 30 days before the examination for use of the calculator.
- k. The Invigilator may allow candidates to use calculators when:
 - i. Written approval has been granted by the Examinations Section of the SACAA that the calculator may be allowed; or
 - ii. The calculator does not possess the prohibited functions stated in paragraph 5(h).
- l. A candidate will have no recourse should an Invigilator prohibit the use of a calculator. The onus of proof that the calculator is permissible lies with the candidate and only a letter from the SACAA can substantiate this.
- m. The Invigilator must inspect all the permissible aids and equipment that the applicant may use during the examination for any prohibited marks or entries.
- n. No cellular telephones or electronic communication devices may be taken into an examination location.

5.5. Invigilators.

- a. Invigilators will be trained by the SACAA.
- b. SACAA will re-appoint the Invigilators annually.
- c. When an Invigilator is absent at any stage during an examination, it is his/her responsibility to arrange that another approved person take over his/her duties during the period of absence in accordance with the prescribed procedure.

6. PROCEDURES BEFORE COMMENCEMENT OF A SESSION

6.1. Reading of Instructions to Candidates.

- a. Invigilators must read the verbal examination instructions as stated on page 12 to candidates on every occasion.
- b. Invigilators are required to distribute the required examination documents (in accordance with paragraph 8 to candidates when they are seated at their examination station.
- c. After reading the instructions to the candidates, the Invigilator must ask whether there are any questions or if anything is unclear regarding the instructions. The Invigilator must answer all the queries but may not assist with the examination.

6.2. Distributing examination material.

- a. Invigilators must be solely in control of the examination and participant information on the computer screen before commencing with the examination. Candidates must confirm their information once the assessment has loaded. At no stage must a candidate be given his password or "log-in" details.
- b. Rough work paper may be given to candidates but they may not use their own.
- c. Together with the applicable examination documentation, the attendance register or authorisation sheet must be given to every candidate. The candidates must complete this register or authorisation sheet and Invigilators must check that all the candidates have signed the register or authorisation sheet. The completed attendance register or authorisation sheet must be kept in the possession of the Invigilator until the examination session has been totally completed.
- d. The Invigilator must check that the applicable documentation has been supplied to the candidates.
- e. After the instructions have been read to candidates, the Invigilator must instruct candidates to verify that all the applicable documentation was received. Under no circumstances may a candidate open or access the exam unless authorised to do so by the Invigilator.

6.3. Documents for identification purposes.

Candidates must have their appropriate, original licences (for Part 61, 109 & 110 examinations) or ID book (for Part 63 or 64 examinations) available for each examination for identification purposes. Invigilators must ensure that candidates, who report for the examinations, are in fact the persons whose names are on the attendance register or authorisation sheet. Invigilators must compare the information on the attendance register or authorisation sheet with the pilot licence details or ID book as required.

Note: Candidates who cannot provide the above mentioned documents shall under no circumstance be allowed to attempt the examination.

7. PROCEDURES DURING EXAMINATION SESSIONS

7.1. Entrance to and leaving of the examination room.

- a. The Invigilator may not allow any unauthorised person into the examination room after the candidates have entered for their examinations.
- b. No candidate may leave the examination room unless accompanied by an Invigilator. The remaining candidates in the room, if any, must be invigilated by another approved Invigilator in accordance with paragraph 6(c).

7.2. Invigilating candidates.

- a. It is expected of the Invigilator to invigilate strictly. He/she must give his/her undivided attention to invigilating and may not do anything else for the duration of a session.
- b. Under no circumstances, unless so directed by the SACAA Examinations Section, may an Invigilator draw the attention of candidates to mistakes in the questionnaires. Invigilators may also not explain an examination question to candidates. Candidates may inform the examiner of mistakes and/or problems in a "Note to the Examiner" on his/her rough work paper that must be handed in with all the other material. No telephone calls whatsoever to the Invigilator and/or examiner are allowed during an examination session.

7.3. Disqualifying a candidate.

- a. It is compulsory for Invigilators to familiarise themselves with the contents of these guidelines before the commencement of an examination session.
- b. Before the commencement of any examination, candidates must be warned against not complying with any examination instructions.
- c. When an Invigilator is convinced that a candidate is guilty of not complying with examination instructions, rules or regulations, the Invigilator must immediately act as follows:
 - i. Confiscate the prohibited notes or material from the candidate and keep as evidence of the alleged transgression;
 - ii. Do not allow the candidate to leave the examination room until the whole procedure is completed;
 - iii. Allow the candidate to complete the examination;
 - iv. Warn the candidate that the incident will be reported in writing to the SACAA for investigation into the whole matter. The candidate must also submit a written report regarding the incident, which he/she must hand to the Invigilator before leaving the examination room. (At the end of the examination such candidate must be afforded the opportunity to write his/her own statement completely, but no extra time may be awarded to him/her to answer examination questions);
Inform the candidate that he/she may not continue writing until the investigation is completed;
 - v. Should the candidate persist in transgressing examination instructions during the same session, he/she must be ordered to leave the examination room after the Invigilator has taken all examination material from him/her;
 - vi. The Invigilator must compile a written report of the whole incident without delay. The Invigilator's actions during the whole episode as well as any admissions made by the candidate must be reported. If any assistant Invigilators were present, their written eyewitness report/s must also be included;
 - vii. All the written statements, as well as the answer sheet/book of the candidate involved must be placed in an envelope marked "Disciplinary Case". The attendance register or authorisation sheet must also be marked "Disciplinary Case" next to the candidate's signature;

- viii. If any investigation reveals that any test centre or Invigilator assisted in any fraudulent activity, the test centre will be closed without warning and criminal charges will be laid by the SACAA.

7.4. Completion of an examination session.

- a. Invigilators may not allow candidates any more time than that indicated on the questionnaire or computer screen, unless specifically instructed to do so by the SACAA Examinations Section.
- b. After a candidate has indicated that he/she has finished writing an examination, the Invigilator must ensure that he/she has received back all the documents (including all the rough work paper) that were provided to the candidate.
- c. Candidates are not allowed to take notes of any nature out of the examination room.

7.5. Attendance register and Authorisation sheet.

- a. The TCM (test centre manager) must provide a complete list (Attendance register or Authorisation sheet) of all candidates who wrote examinations at the test centre or examination venue. This list contains examination details and also indicates which candidates wrote the particular examination.
- b. Candidates must sign the attendance register or authorisation sheet to indicate their presence at an examination. Should a candidate's name not appear on an attendance register or authorisation sheet, the TCM must be contacted to clarify the situation.
- c. The Invigilator must indicate the absence of a candidate by writing "Absent" next to the candidate's name on the attendance register or authorisation sheet.
- d. Authorisation sheets must include the following footnote:

"By signing in column X, the participant acknowledges that:

- *He/she is familiar and agrees with the rules published and displayed by the test centre;*
- *Any fraudulent behaviour may result in a suspension of his/her training for a period of not less than 18 months and charges may be laid with the SAPS and could result in the cancellation of a study visa;*
- *He/she has received sufficient tuition or is adequately prepared to take the assigned examination;*
- *In case he/she fails the examination another attempt at the same subject may not take place for a period of at least 7 days;*
- *He/she understands that the examinations are monitored by CCTV and the video recordings may be used as evidence against him/her if any fraudulent act is suspected."*

8. PROCEDURES AT THE END OF AN EXAMINATION

8.1. Controlling of examination information.

- a. Under no circumstances may anybody be allowed access to the answers provided by candidates.
- b. The sign out time of the candidate must be captured on the authorisation sheet or attendance register.
- c. All rough work paper and accompanying documents must be collected by the Invigilator as soon as the allocated time has expired. No rough work paper or documents may be removed from the venue under any circumstances whatsoever.
- d. The coaching report may be given to the candidates once all rough work paper and manuals have been returned to the Invigilator.

- e. For written examinations, the Invigilator must collect all the answer sheets or answer books.

8.2. Queries.

Contact the Personnel Licencing Department on the SACAA website at www.caa.co.za

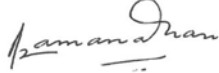


9. VERBAL INSTRUCTIONS TO EXAMINATION CANDIDATES

9.1. Remarks.

- a. The remarks below in paragraph b and in italics, are for the information of Invigilators only and should not be read aloud to candidates.
- b. Before commencement of a session:
- i. Attention please, Ladies and Gentlemen! Please take up your seats and listen to the following. (Wait for silence.).
 - ii. Place your pilot licence or ID document on the left hand side of the desk so that they can be checked. (After candidates have started with the examinations, the documentation of all candidates must be checked. Also ensure that all candidates have signed the attendance register or authorisation sheet).
 - iii. No cell phones are allowed in the exam room, not even if they are switched off and in your pockets.
 - iv. Please open all your calculators, remove the covers, and remove your flight computers from their covers. No pencil cases are allowed.
 - v. Your exam is to be carried out under CCTV surveillance (as applicable).
 - vi. Please verify that all details on your computer (or answer sheets in the case of written examinations) are correct: the subject, your license number, surname and initials.
 - vii. Make sure that you have the manuals that are required for the exam.
 - viii. Before you click on the quit or submit button, make sure you go through the list of questions and check that you did answer all the questions. It is not possible to retrieve the examination paper after you click on submit or quit.
 - ix. A candidate may be disqualified if:-
 - He/she possesses any manuals, notes or other material except that issued by the Invigilators;
 - He/she attempts to communicate with another candidate or passes any object or note to another candidate.
 - x. No candidate may leave the examination room without the permission of the Invigilator. Candidates are not allowed to smoke during the examination session.
 - xi. A "five minute" warning will be given by the Invigilator or the examination system in order to finish up and all candidates must stop writing immediately when so instructed by the Invigilator or the Online examination system.
 - xii. No extra time will be allowed for any subject.
 - xiii. All rough work paper and accompanying documents which have been supplied to you must be handed to the Invigilator before leaving the examination centre.
 - xiv. The Invigilator will not answer any questions with reference to the content of the examination. Should there be a lack of clarity regarding any question, candidates must feel free to write their comments to the examiner on their rough work paper and hand this in to the Invigilator after the examination session.
 - xv. No marks, notes or comments of any sort may be made on the charts, books or manuals.
 - xvi. Candidates subject themselves to disqualification should they not adhere to these instructions or the examination rules.

- xvii. For written examinations) When you have finished writing, please put up your hand. You are not allowed to leave the examination room unless so permitted by the Invigilator.
- xviii. Candidates are finally warned that should they not comply with any examination instructions or rules, the matter will be referred to the SACAA for possible disciplinary steps. I now give you the opportunity to hand in any unauthorised documents or objects. Should you be found in possession of any unauthorised item, you will be charged with transgression of the examination instructions or rules.
- xix. If a physiological break is necessary you will not be allowed any extra time for the examination.
- xx. No headgear or earpieces (unless for medical or religious purposes) may be worn during the examination.
- xxi. When you are satisfied that everything is in order, and keeping the aforementioned instructions in mind, you may commence with the exams.

Good luck with your examination!

DEVELOPED BY:		
 pp	RAMA IYER	06 DECEMBER 2017
SIGNATURE OF TSO: PEL	NAME IN BLOCK LETTERS	DATE
REVIEWED & VALIDATED BY:		
 pp	NEO GOUWE	06 DECEMBER 2017
SIGNATURE OF SM: PEL	NAME IN BLOCK LETTERS	DATE
APPROVED BY :		
	SIMON SEGWABE	06 DECEMBER 2017
SIGNATURE OF E: ASO	NAME IN BLOCK LETTERS	DATE