



Procedure Manual for Accredited/Designated Examination Centres and Invigilation Rules at SACAA Accredited Test Centres

Subject: Procedure Manual for examinations and invigilation rules for SACAA accredited test/exam centres

Date: JUNE 2020

1. APPLICABILITY

This document applies to all SACAA for Accredited/Designated Examination Centres and Invigilators and details 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. REFERENCE:

- i. ICAO Annex 17
- ii. Civil Aviation Regulations
- iii. Part 12, 13

5. TERMS AND ABBREVIATIONS:

TERM	DEFINITION
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None

ABBREVIATION	DESCRIPTION
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SACAA	South African Civil Aviation Authority
SLA	Service Level Agreement
NDA	Non-Disclosure agreement
DCA	Director of Civil Aviation
TGM	Technical guidance Material
PPL	Private Pilot License
CPL	Commercial Pilot License
ATPL	Airline Traffic Pilot License
PEXO	Pilots Examination Office System
AME	Aircraft Maintenance Engineer
CCTV	Closed Circuit television Camera
SM: PEL	Senior Manager: Personnel Licensing
M: E	Manager: Examination
SA-CATs	South African Civil Aviation Technical Standards
SA- CAR	South African Civil Aviation Regulations
EO	Examination Officers
FCL	Flight Crew License
TCM	Test Centre Manager

Table of Contents

1. APPLICABILITY	1
2. PURPOSE.....	1
3. REQUIREMENTS.....	1
4. REFERENCE:	1
5. TERMS AND ABBREVIATIONS:	2
6. REQUIREMENTS.....	4
7. INTRODUCTION	4
8. INVIGILATORS.....	4
9. INVIGILATOR TRAINING	4
10. ETHICS AND RESPONSIBILITIES OF AN INVIGILATOR.	5
11. RESTRICTIONS TO APPOINTMENTS OF INVIGILATORS BY SACAA.....	5
12. INSTRUCTIONS ISSUED TO STUDENTS/CANDIDATES BY INVIGILATORS.....	6
13. THE PERMITTED RATIO OF INVIGILATORS TO CANDIDATES IS:	6
14. REQUIREMENTS BY INVIGILATORS FROM STUDENTS.....	7
15. CONTROL OF QUESTIONNAIRES AND ON-LINE EXAMINATIONS.	7
16. EXAMINATION CENTRES.	8
17. EXAMINATION VENUES AND FACILITIES.....	8
18. TESTING ROOM:.....	9
19. TESTING STATIONS WITH CCTV CAMERAS.	10
20. ARRANGEMENTS IN THE EXAMINATION VENUE.....	10
21. INVIGILATORS.....	12
22. PEXO SYSTEM.....	12
23. SURVEILLANCE OF VENUES AND THE INVIGILATION OF EXAMS.....	13
24. REFUSAL OR REVOCATION OF PEXO PRIVILEGES	13
25. PEXO SCREEN OVERVIEW.	14

6. 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.

7. INTRODUCTION

This document provides instructions and requirements for all SACAA approved examinations centers and their Invigilators.

8. INVIGILATORS.

Invigilators are persons who:

- 8.1.** Organize and monitor the online examination at Accredited/Designated Examination Centres; and
- 8.2.** Administer SACAA PPL (A & H), Night Rating, Radio (Restricted) exams properly and fairly in a consistent manner.

9. INVIGILATOR TRAINING

9.1. SACAA will publish a notification on the website to invite Invigilators for Invigilator training. Invigilator must be attached to or be employed by a specific examination centre. Anyone who wants to be a SACAA invigilator shall provide the following documents before being accepted for training:

- 9.1.1.** Be in possession of Grade 12/Matric Certificate.
- 9.1.2.** Not have a criminal record (submit police records).
- 9.1.3.** Invigilators must sign a code of conduct.

9.2. At the end of Invigilator training, Invigilators will be Issued with a Certificate (Authorised letter)

9.3. The Invigilation course is divided into two parts namely:

- 9.3.1.** IT (login and Operating of the system).
- 9.3.2.** Ethics and Responsibilities.

9.4. IT (login and Operating of PEXO system).

- 9.4.1.** IT section of SACAA or SACAA appointed IT service provider will train the Invigilators about PEXO system. The process will include login to the system, creating a candidate on the system, releasing the candidate to write exams, Printing of coaching report (Summary of incorrectly answered questions).

10. ETHICS AND RESPONSIBILITIES OF AN INVIGILATOR.

- 10.1.** Ethics refers to the evaluation and application of morality through philosophy, attitudes, beliefs, standards, rules, or codes of conduct with professionals, companies and governmental institutions within a specific country. The combined personal values of individuals (morals), and the social expectations and rules (ethics) of a country, professionals, private and public institutions, should form effective organisation for sustainable service delivery (Uys,2012:16-21).
- 10.2.** Only an authorized Invigilator approved by SACAA may supervise an examination. SACAA reserves the right to request Invigilator certificate anytime they deem necessary to do so. In the event that you are not able to fulfil your role as the Invigilator, you must not delegate that responsibility to another person, unless they are an approved Invigilator. If an approved Invigilator is not available for an exam,
- 10.3.** The exam must be re-booked for a time when an approved Invigilator is available. Invigilator login details shall not be used by any member of ATO or exams center to release exams for students.
- 10.4.** The Invigilator certificate is valid for 1 year from the date of training. Once the certificate (Authorised letter) expires, the Invigilator shall send a request of renewal with the attachment of the old certificate (Authorised letter) to SACAA. If there is no case of misconduct or unethical behaviour, SACAA will give a new approval valid for a year.
- 10.5.** An Invigilator can Invigilate no more than five (5) exam centres.

11. RESTRICTIONS TO APPOINTMENTS OF INVIGILATORS BY SACAA.

- 11.1.** Anybody who has indirect interest on SACAA exams shall not be appointed as an Invigilator. (PPL student, CPL students who is still interested in writing ATPL, Aircraft Technician who still has to write AME licence).
- 11.2.** A foreigner who has not been naturalized or issued South African Citizenship.
- 11.2.1.** Someone who displays unethical conduct or behaviour.
- 11.2.2.** Be in possession of Grade 12/Matric Certificate.
- 11.2.3.** Not have a criminal record (submit police records).

12. INSTRUCTIONS ISSUED TO STUDENTS/CANDIDATES BY INVIGILATORS.

- 12.1.** 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.
- 12.2.** All instructions must be kept handy during an examination session so that they may be consulted at any time when necessary.
- 12.3.** In any emergency, before or during the examination, which is not covered in these instructions, the Invigilator is must report the emergency to Examination Section of the Civil Aviation Authority immediately telephonically and through email. In a case other than exam related, the Invigilator must contact relevant Authorities.
- 12.4.** Invigilators must familiarise themselves with:
 - 12.4.1.** SA-CAR & SA-CATS 61
 - 12.4.2.** SA-CAR & SA-CATS 62
 - 12.4.3.** SA-CAR & SA-CATS 64
 - 12.4.4.** SA-CAR & SA-CATS 65
 - 12.4.5.** SA-CAR & SA-CATS 66
 - 12.4.6.** SA-CAR & SA-CATS 67
 - 12.4.7.** SA-CAR & SA-CATS 68
 - 12.4.8.** SA-CAR 109 & SA-CAR 110
 - 12.4.9.** SA-CAR & SA-CATS 121

13. THE PERMITTED RATIO OF INVIGILATORS TO CANDIDATES IS:

- 13.1.** One Invigilator to a maximum of 10 Candidates.
- 13.2.** One Invigilator is authorised to Invigilate at 5 different exam centres. Each Exam centre will have a different username and password.
- 13.3.** If there are two or more exam rooms being used at the same time, the same Invigilator – Candidate ratio applies to each room and each room must have at least one Invigilator present at all times.
- 13.4.** Where there is more than one Invigilator involved, one Invigilator must be responsible for the overall management of the exams session(s).

N/B: Invigilator logins are not for organizational use. Any exams center found to be using Invigilator logins in his/her absence will be found to be non-compliant with the procedures set in the manual and Service Level Agreement.

14. REQUIREMENTS BY INVIGILATORS FROM STUDENTS.

- 14.1.** Candidates must present their original licences for identification purposes. Photocopies are not permitted under any circumstances.
- 14.2.** 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.
- 14.3.** 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.
- 14.4.** Documents referred to in paragraph 14.3 are limited to:
 - 14.4.1.** Questionnaires
 - 14.4.2.** Answer sheets
 - 14.4.3.** Rough work paper
 - 14.4.4.** Manuals
 - 14.4.5.** Charts
 - a.** No examination documents may be provided that contain notes of any kind.
 - b.** 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.
 - c.** Introductory material for the On-line examination system, must be done during initial states of training by the Invigilator or Instructor. No form of training must take place during the exams.
 - d.** 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 and the Exams Center will be held liable as per Service Level Agreement.

15. CONTROL OF QUESTIONNAIRES AND ON-LINE EXAMINATIONS.

- 15.1. The Invigilator will be solely in control of information pertaining to any examination up until the time of writing.
- 15.2. Walk-ins are not allowed under any circumstance unless otherwise authorised by Examination Manager or Senior Manager: PEL.

16. EXAMINATION CENTRES.

N/B. EXAMINATION CENTRE APPROVAL IS NOT A RIGHT BUT A PRIVILEGE BY THE DIRECTOR OF CIVIL AVIATION. THE DIRECTOR RESERVES THE RIGHT TO APPROVE OR TO DECLINE THE APPLICATION.

- 16.1. An entity that requires to open Exam Center will follow the below procedure:
 - 16.1.1. Organisation/ Entity centre sends a request to Manager: Examinations to open an exams centre.
 - 16.1.2. In case where there is more than one exam centre, New applicants for exam centres must present a business proposal or business model indicating the need for exam centre in the area that they seek to operate. SACAA must do a feasibility study and decide if there is a need for a new entry in a particular location. The Director of Civil Aviation Authority reserve the right to approve or to decline the request.
 - 16.1.3. Manager: Examinations sends or direct the interested party to review and familiarise themselves to procedure manual on the SACAA website.
 - 16.1.4. The organisation/ entity will familiarise themselves with the procedure manual and establish exam centre which meets all necessary requirement as listed in the procedure manual.
 - 16.1.5. Once the Exam centre is established, a request is made to SACAA for Inspection of the facility.
 - 16.1.6. A PEL Inspector will conduct an inspection and complete a checklist and submit to Manager: Examinations.
 - 16.1.7. Once the Inspection is deemed satisfactory, the next step will be to request Legal dept. to draft a Service Legal Agreement between SACAA and the Exam Centre.

17. EXAMINATION VENUES AND FACILITIES.

- 17.1. General/Facility Requirements:
 - 17.1.1. Testing Center must have at least one (1) operational computer terminals during normal business hours.

- 17.1.2. Testing stations designed to ensure privacy and to eliminate distractions such as noise and glare on computer screens.
- 17.1.3. Testing Center must be open to the public at least 5 days a week.
- 17.1.4. Conform to local building, sanitation, and health codes
- 17.1.5. Distraction-Free.
- 17.1.6. Quiet and professional testing environment
- 17.1.7. Building and grounds must be clean and in good condition.
- 17.1.8. Interior facilities should be clean and well organized
- 17.1.9. Restroom must be located in the same building as the testing centre.
- 17.1.10. Adequate parking.

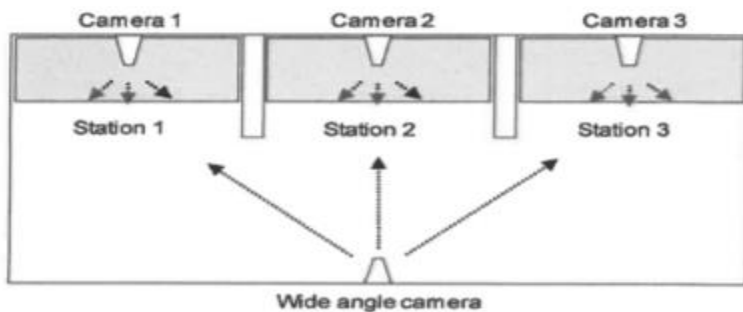
- 17.2. The Accredited Exam centre is solely accountable for the venue where a candidate's theoretical knowledge examinations take place.
- 17.3. There must be adequate space for a candidate to write his/her examination, a minimum of 0.3048 meters wide desks is recommended.
- 17.4. There must be adequate temperature and ventilation control within the venue.
- 17.5. The following placards shall be displayed within the test centre:
 - 17.5.1. A notice stating that the area is recorded through CCTV;
 - 17.5.2. Examination rules;
 - 17.5.3. Safety or evacuation plan;
 - 17.5.4. An external placard depicting when examinations are in progress which must be removed when examinations are not being conducted.

18. TESTING ROOM:

- 18.1. Testing room should be enclosed, professional, and dedicated only to testing activity during test administration:
 - 18.1.1. No test registration;
 - 18.1.2. No phone calls;
 - 18.1.3. No printing
 - 18.1.4. No applicant checks in
 - 18.1.5. No conversations other than software/computer hardware instruction

- 18.1.6. Low Traffic area and away from any training rooms (Noise in or around the testing area should be avoided)
- 18.1.7. If applicable; insulated walls, ceilings, noise proof door(s), and fabric covered partitions
- 18.1.8. Free of clutter and maintained in a neat and orderly manner
- 18.1.9. Proper control of temperature and ventilation to be consistent and comfortable
- 18.1.10. Free of noise, visual aids, and other distractions.
- 18.1.11. Free of any aviation-related posters or other media that may assist an applicant in answering test questions.
- 18.1.12. Adequate lighting and window treatments allowing testing applicant ease in reading test items, test materials, and computer screen.
- 18.1.13. Smoke and dander free

19. TESTING STATIONS WITH CCTV CAMERAS.



- 19.1. The CCTV cameras shall be installed in following manner:
 - 19.1.1. One rear wide view camera covering the test station.
 - 19.1.2. One front camera per each station
 - 19.1.3. All CCTV recordings shall be retained for 24 months and shall be backed up every 7 working days

20. ARRANGEMENTS IN THE EXAMINATION VENUE.

- 20.1. 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.

- 20.2.** 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.
- 20.3.** 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.
- 20.4.** The serving or partaking of refreshments during an examination is strictly forbidden.
- 20.5.** 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.
- 20.6.** Candidates must bring their own Pen and Pencil.
- 20.7.** No smoking is allowed inside the examination venue.
- 20.8.** Candidates are allowed the use of calculators in the examination venue provided that the calculators:
 - 20.8.1.** Are not programmable; and
 - 20.8.2.** Do not have an alphanumeric function.
- 20.9.** 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.
- 20.10.** 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.
- 20.11.** The Invigilator may allow candidates to use calculators when:
 - 20.11.1.** Written approval has been granted by the Examinations Section of the SACAA that the calculator may be allowed; or
 - 20.11.2.** The calculator does not possess the prohibited functions stated in paragraph 20.9.
- 20.12.** 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.
- 20.13.** The Invigilator must inspect all the permissible aids and equipment that the applicant may use during the examination for any prohibited marks or entries.
- 20.14.** No cellular telephones or electronic communication devices may be taken into an examination location

21. INVIGILATORS

- 21.1** Only Invigilators authorised by the SACAA will be authorised to administrate the exams.
- 21.2** Qualified Invigilators will be issued with a certificate/letter of recognition by PEL office.
- 21.3** Invigilator cert/letter is valid for 12 calendar months. Once the cert/letter has expired, the invigilator will be sent request to exams office for extension. The expired cert/letter should be attached as a proof that the Invigilator is qualified to administrate exams.
- 21.4** Invigilator shall be present during any stage of examination to monitor the proceeding.

22. PEXO SYSTEM

Introduction to PEXO System

- 22.1.** SACAA Welcomes all accredited exam centres to PEXO the online system for the conduct of SACAA theory examinations.
- 22.2.** PEXO uses the Internet to conduct the business of flight crew exams, Cabin Crew, AME, Air Traffic Controllers' exams online.
- 22.3.** Under this system, Invigilators are main and possibly the sole, point of contact for exam Candidates, therefore it is essential that you are fully conversant with the SACAA exam structure, the relevant Regulations, the Privacy Act and exam administration functions.
- 22.4.** The duties of exam delivery for the PEXO Invigilator and/or Examination Officers are to:
 - 22.4.1.** ascertain Candidates' eligibility to sit the exam (in some cases, supported by SACAA automated checking system online)
 - 22.4.2.** process their applications to sit exams
 - 22.4.3.** provide supporting documents, facilities and equipment
 - 22.4.4.** invigilate the sitting
 - 22.4.5.** provide general advice regarding the SACAA exam system.
- 22.5.** The rest of the process, marking and actual dispatch will be automated. Online exams in PEXO are accessed by connection to the SACAA server and connectivity will occur during an examination. In the event of an interruption to the internet connection, the Invigilator will need to log back in each affected Candidate.
- 22.6.** The exact time of the sitting will be up to the time allocated for each examination. At the completion of the exam, the result and mark are displayed to the Candidate. At the end of the examination, a hard copy of

the summary of incorrectly answered questions (Coaching Report) is to be printed by the Invigilator and given to the Candidate prior to him/her leaving the exam centre. In some instances, coaching report will be sent to exam centres on behalf of the student. Where necessary, coaching reports will be emailed to students on their private emails.

22.7. The examination for the Candidate will only be available for the date on which the exam has been booked. Any registrations that have a date in the past will be automatically deleted by the system, requiring the Candidate to re-book, if an exam is still required. In case there is a loss of power or system failure, The Exam Manager or Senior Manager PEL will allocate a suitable date for the next examination date.

22.8. Exam centres are approved to administrate PPL (H & A), Night Rating, Radio (Restricted).

23. SURVEILLANCE OF VENUES AND THE INVIGILATION OF EXAMS

23.1. Throughout the year, representatives from SACAA undertake ad-hoc surveillance of PEXO exam centers. The purpose of the surveillance is to ensure that examination centers meet SACAA requirements. Exam centers are selected for surveillance by FCL and advance notice of the surveillance is not always provided.

23.2. SACAA will also undertake surveillance of the engagement of Examination Officers and/or Invigilators and the invigilation of exams. The purpose of the surveillance is to ensure that appropriate training has been provided and that examination procedures are carried out correctly and in accordance with this Handbook. This surveillance may include interviewing exam attendees. Feedback will be provided by SACAA after any surveillance is conducted if appropriate.

24. REFUSAL OR REVOCATION OF PEXO PRIVILEGES

24.1. SACAA has the right to refuse any application received from an individual to become a PEXO Examination Officer and/or Invigilator. This may occur when the applicant has:

24.1.1. A potential 'conflict of interests'; or

24.1.2. They are applying to be Examination Officer/Invigilator for a flying school or organisation which already has a significant number of people registered with SACAA in these roles.

24.2. SACAA has the right to withdraw any authorization, which may have previously been granted to an individual or organization, to be a PEXO Examination Officer, Invigilator or an examination center. This may occur when:

24.2.1. SACAA has reason to believe that the conduct of exams has not been in accordance with SACAA's examination policies; or

24.2.2. SACAA receives information indicating an individual is no longer working with the organization for which approval was granted; or

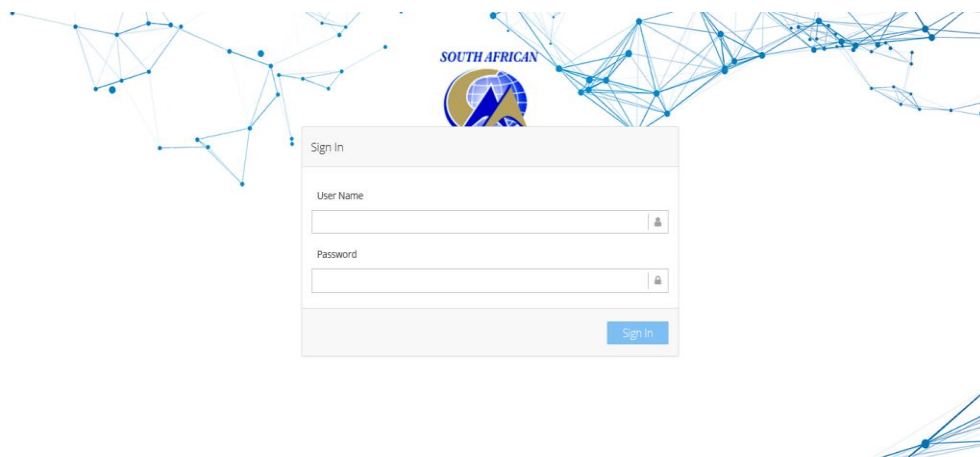
24.2.3. SACAA is advised by the organization that they no longer have confidence in the individual.

24.2.4. PPL and CPL students shall not be appointed as an Invigilators unless authorized by the DCA..

24.3. This revocation of Examination Officer/Invigilator approval will result in a requirement for the person to return to SACAA all property belonging to SACAA and all material supplied by SACAA which may be in their possession. Relevant property and material must be returned to SACAA within 7 days of the Examination Officer/Invigilator/organization being informed that their approval to conduct PEXO exams is Revoked.

25. PEXO SCREEN OVERVIEW.

25.1. When the Invigilators open PEXO system online, the below screen will be projected on the screen. The Invigilator has to login onto the system using his username (Exam centre approval number, and his/her personal password). It is the responsibility of the Invigilator to protect and keep his/her password safe.

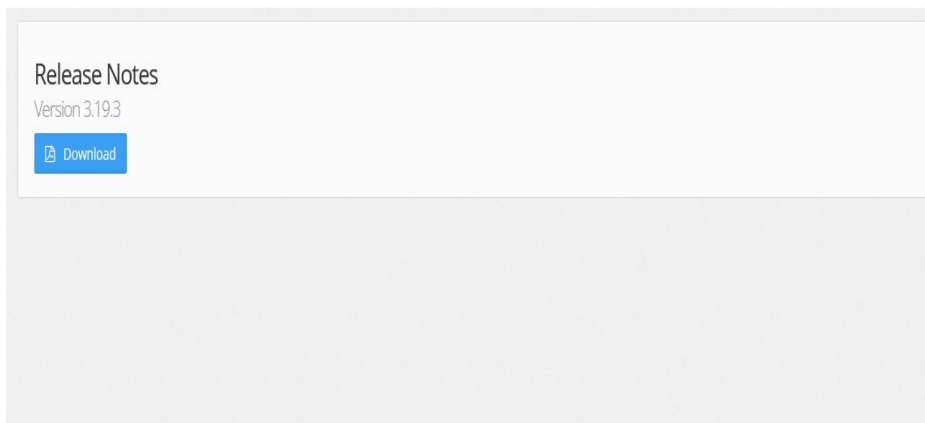
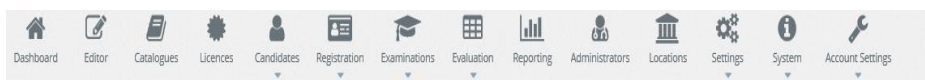


25.2. Login onto PEXO.

25.2.1. Once the Invigilator has logged onto PEXO as illustrated below. Different tabs and options will appear on top of the screen for the next option. It is the responsibility of the Invigilator to take the necessary action.

25.2.2. The following options are available for the Invigilator:

- a) Under the candidate tab, the Invigilator can create a student, as well as adding the category that the student is studying.
- b) It is the responsibility of the Invigilator to ensure that the students name, ID as well as licence are created correctly.
- c) Under the examination tab, the Invigilator can release a student to write an exam of his/her choice.
- d) Under report, the Invigilator will print a coaching report (Summary of incorrectly answered questions for the student after every examination session).



26. PROCEDURES BEFORE COMMENCEMENT OF A SESSION

26.1. Reading of Instructions to Candidates.

26.1.1. Invigilators must read the verbal examination instructions as stated on page 12 to candidates on every occasion.

26.1.2. Invigilators are required to distribute the required examination documents (in accordance with paragraph 8 to candidates when they are seated at their examination station).

26.1.3. 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.

26.2. Distributing examination material.

26.2.1. 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.

26.2.2. Rough work paper may be given to candidates, but they may not use their own.

26.2.3. 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.

26.2.4. The Invigilator must check that the applicable documentation has been supplied to the candidates.

26.2.5. 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.

26.3. Documents for identification purposes.

26.3.1. Candidates must have their appropriate, original licences (for Part 61, 62, 64, 65, 66, 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.

27. PROCEDURES DURING EXAMINATION SESSIONS

27.1. Entrance to and leaving of the examination room.

- 27.1.1.** The Invigilator may not allow any unauthorised person into the examination room after the candidates have entered for their examinations.
- 27.1.2.** 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.

27.2. Invigilating candidates.

- 27.2.1.** 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.
- 27.2.2.** 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.

27.3. Disqualifying a candidate.

- 27.3.1.** It is compulsory for Invigilators to familiarise themselves with the contents of these guidelines before the commencement of an examination session.
- 27.3.2.** Before the commencement of any examination, candidates must be warned against not complying with any examination instructions.
- 27.3.3.** 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:

- a)** Confiscate the prohibited notes or material from the candidate and keep as evidence of the alleged transgression;

- b) Do not allow the candidate to leave the examination room until the whole procedure is completed;
- c) Allow the candidate to complete the examination;
- d) 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;
- e) 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;
- f) 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;
- g) 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;
- h) 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.

27.4. Completion of an examination session.

27.4.1. 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.

27.4.2. 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.

27.4.3. Candidates are not allowed to take notes of any nature out of the examination room.

27.5. Attendance register and Authorisation sheet.

27.5.1. 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.

27.5.2. 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.

27.5.3. 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.

27.5.4. 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."*

28. PROCEDURES AT THE END OF AN EXAMINATION

28.1. Controlling of examination information.

28.1.1. Under no circumstances may anybody be allowed access to the answers provided by candidates.

28.1.2. The sign out time of the candidate must be captured on the authorisation sheet or attendance register.

- 28.1.3. 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.
- 28.1.4. The coaching report may be given to the candidates once all rough work paper and manuals have been returned to the Invigilator.
- 28.1.5. For written examinations, the Invigilator must collect all the answer sheets or answer books.

29. QUERIES.

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

30. VERBAL INSTRUCTIONS TO EXAMINATION CANDIDATES

30.1. REMARKS.




- 30.1.1. The remarks below in paragraph b and in italics, are for the information of Invigilators only and should not be read aloud to candidates.
- 30.1.2. Before commencement of a session:
- 30.1.3. Attention please, Ladies and Gentlemen! Please take up your seats and listen to the following. (Wait for silence.).
- 30.1.4. 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).
- 30.1.5. No cell phones are allowed in the exam room, not even if they are switched off and in your pockets.
- 30.1.6. Please open all your calculators, remove the covers, and remove your flight computers from their covers. No pencil cases are allowed.
- 30.1.7. Your exam is to be carried out under CCTV surveillance (as applicable).
- 30.1.8. 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.
- 30.1.9. Make sure that you have the manuals that are required for the exam.

- 30.1.10.** 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.
- 30.1.11.** A candidate may be disqualified if: -
- a) He/she possesses any manuals, notes or other material except that issued by the Invigilators;
 - b) He/she attempts to communicate with another candidate or passes any object or note to another candidate.
- 30.1.12.** No candidate may leave the examination room without the permission of the Invigilator. Candidates are not allowed to smoke during the examination session.
- 30.1.13.** A “five minutes” 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.
- 30.1.14.** No extra time will be allowed for any subject unless authorised by Manager Exams or Senior Manager: PEL.
- 30.1.15.** All rough work paper and accompanying documents which have been supplied to you must be handed to the Invigilator before leaving the examination centre.
- 30.1.16.** The Invigilator will not answer any questions with reference to the content of the examination. Should there be a lack of clarity regarding a 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.
- 30.1.17.** No marks, notes, or comments of any sort may be made on the charts, books or manuals.
- 30.1.18.** Candidates subject themselves to disqualification should they not adhere to these instructions or the examination rules.
- 30.1.19.** 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.
- 30.1.20.** If a physiological break is necessary, you will not be allowed any extra time for the examination.

30.1.21.No headgear or earpieces (unless for medical or religious purposes) may be worn during the examination.

30.1.22.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:		
	PAUL PHOOKO	23 JUNE 2020
SIGNATURE OF TSO: PEL	NAME IN BLOCK LETTERS	DATE
REVIEWED & VALIDATED BY:		
	JOHAN NIEMAND	23 JUNE 2020
SIGNATURE OF SM: PEL	NAME IN BLOCK LETTERS	DATE
APPROVED BY:		
	SIMON SEGWABE	23 JUNE 2020
SIGNATURE OF E: ASO	NAME IN BLOCK LETTERS	DATE

END