



LICENSING EXAMINATION PROCEDURE

Manual Number: 1.4.1.7

Issue Date: 10th October 2023

Revision: Initial Issue (00)

CONTROLLED COPY

Copyright © 2023 by the Civil Aviation Authority (CAA), Oman
All rights reserved. No part of this publication may be stored in a retrieval system, transmitted, or reproduced in any way, including but not limited to photo-copy, magnetic or other record, without the prior agreement and written permission of the President for the CAA, Oman.

Intentionally Left Blank



Directorate General for Civil Aviation Regulation (DGCAR)

Pursuant to ICAO Critical Element (5) “Technical Guidance, Tools and Provision of Safety Critical Information”, the Directorate General for Civil Aviation Regulation (DGCAR), hereby approves the

Licensing Examination Procedures

Effective on 10th October 2023

as a Guidance Document to the Personnel Licensing Inspectors staff and Licence Applicants.

Mubarak Saleh Al Ghelani

Acting Director General Civil Aviation Regulations



صندوق البريد: 1، الرمز البريدي: 111 مسقط - سلطنة عمان، هاتف المكتب: (+968) 24354441/2، فاكس: (+968) 24354545
 P.O. Box: 1, P.C.: 111, Muscat – Sultanate of Oman, Tel Office: (+968) 24354441 / 2, Fax: (+968) 24354545
 Civil Aviation Authority @CAAOMN @info@caa.gov.om www.caa.gov.om

AMENDMENT RECORD

Rev.	Effective Date	Description
01	10 Oct 2023	The first issue of this procedure manual.

DISTRIBUTION LIST

1.	DGCAR
2.	DFS
3.	Chief of PEL
4.	All PEL Inspectors
5.	CAA Library
6.	PEL share Folder
7.	CAA Website

ACRONYMS

The following terms and acronyms used in this Licensing Examination Procedure published by the CAA may be used in other related CAA published documents. Reproduction in part or whole outside the CAA's control is not allowed without prior approval by the CAA. The CAA's document control office reserves the rights to include these acronyms in any CAA manual or document.

AME	-	Aircraft Maintenance Engineer Licence
ATC	-	Air Traffic Control
ATCO	-	Air Traffic Control Officer
ATO	-	Approved Training Organization
ATPL	-	Air Transport Pilot Licence
CAA	-	Civil Aviation Authority
CAR	-	Civil Aviation Regulation
CC	-	Compliance Checklist
CEO	-	Chief Executive Officer
CPL	-	Commercial Pilot Licence
CQB	-	Central Questions Bank
DEI	-	Designated Examination Invigilator
DFPE	-	Designated Flight and Practical Examiner
DFS	-	Director Flight Safety
DG	-	Director General
DGCAR-	-	Director General Civil Aviation Regulations
EC	-	Examination Centre
FCL	-	Flight Crew Licensing
FD	-	Flight Dispatcher
FDI/E	-	Flight Dispatcher Instructor / Examiner
FDTO	-	Flight Dispatcher Training Organization
FI	-	Flight Instructor
FOI	-	Flight Operations Inspector
FSD	-	Flight Safety Department
FSTD	-	Flight Simulation Training Device
GOI	-	Ground Operations Inspector

ICAO	-	International Civil Aviation Organization
IP	-	Internet Protocol
LPM	-	Licensing Procedures Manual
MCQ	-	Multiple Choice Question
MTO	-	Maintenance Training Organization
NPA	-	Notice of Proposed Action/Amendment
OPM	-	Operations Procedures Manual
ORA	-	Organization Requirements for Aircrew
PEL	-	Personnel Licensing
QB	-	Questions Bank
SARPs	-	Standard and Recommended Practices
SEPI	-	Safety and Emergency Procedures Instructor
SMS	-	Safety Management System
SODA	-	Statement of Demonstrated Ability
SRD	-	Safety Regulations Department
TKI/E	-	Theoretical Knowledge Instructor / Examiner
USOAP	-	Universal Safety Oversight Audit Program

TABLE OF CONTENTS

AMENDMENT RECORD	4
DISTRIBUTION LIST	4
ACRONYMS	5
TABLE OF CONTENTS	7
1. FORWARD	10
2. PEL EXAMINATION	11
2.1. Examination Tasks.....	11
2.1.1. Delegation of examination tasks.....	11
2.2. Delegation.....	12
2.2.1. Procedure for Delegation and Oversight Process	12
2.2.2. Examination Design and Development.....	13
2.3. Developing, Revising and Updating Questionnaires/Question Bank Procedure	13
2.3.1. Question review base.	13
3. EXAMINERS / ASSESSORS /INVIGILATORS	15
3.1. Requirements for Knowledge Examiners/Assessors.....	15
3.2. Designated Examiner/Assessor.....	15
3.2.1. Application and Process - Examiner/Assessor	15
3.3. Qualifications & Responsibilities of Knowledge Examiners.....	16
3.3.1. Qualifications of Knowledge Examiners:	16
3.3.2. Responsibilities of Knowledge Examiners.....	17
3.4. Designated ATC Examiner/Assessor	17
3.4.1. Application and Process - ATC Examiner/Assessor	18
3.4.2. Privileges - ATC Examiner/Assessor	18
3.4.3. Responsibilities - ATC Examiner/Assessor	19
3.4.4. Training - ATC Examiner/Assessor	20
3.4.5. Validity - ATC Examiner/Assessor endorsement.....	21
3.5. System for Monitoring / Surveillance of Knowledge Examiner/Assessor/Delegated organisations	22
3.5.1. Procedures for Monitoring / surveillance.....	22
3.6. Knowledge Examiners/Assessors for AME Licences	22
3.6.1. Introduction	22
3.6.2. Purpose	23

3.6.3.	Definitions.....	23
3.6.4.	Qualification and Experience Requirements for Instructors, Knowledge Examiners and Assessors.....	23
3.7.	Conflict of Interest	26
3.8.	Responsibilities of the Invigilator.....	27
4.	THEORETICAL KNOWLEDGE EXAMINATION PROCEDURES.....	28
4.1.	Examination Pass Standards	28
4.2.	Guide Lines for Examiners on How to Prepare Examinations	28
4.2.1.	Standards for Examinations and Assessments - Pilot Licence & Ratings.....	29
4.2.2.	Standards For Examinations And Assessments - AME Licence & Ratings	29
4.2.3.	Standards for Examinations and Assessments - ATC Licence & Ratings.....	29
4.3.	Pre-Requisites for examination application.....	29
4.4.	Registration Process.....	29
4.5.	Examination Procedures	30
4.5.1.	Pre-examination procedures:	30
4.5.2.	Procedures During Examinations.....	31
4.5.3.	Post Examination Procedures	31
4.5.4.	Examination Discrepancies:	32
4.5.5.	Appeal Process:.....	32
4.5.6.	Examination Validity Period.....	32
4.5.7.	Applicants Discipline and Disciplinary Actions.....	32
4.6.	Identification.....	33
4.7.	Punctuality	33
4.8.	Cheating	33
4.9.	Examination Facilities	33
4.9.1.	Examination Centre (EC).....	33
4.9.2.	Examination Room	34
4.9.3.	Examination Equipment.....	34
4.9.4.	Security Features	34
4.10.	Oral Examinations.....	34
5.	RULES APPLICABLE FOR THE CONDUCT OF EXAMINATIONS	36
5.1.	General Rules	36
5.1.1.	Instructions to Candidate.....	37

5.1.1.1. <i>Attendance at the Examination</i>	37
5.1.1.2. <i>Examination Dates and Bookings</i>	37
5.2. Examination Results.....	37
5.3. Failure to Comply with Examination Regulations	38
6. CONDUCT OF EXAMINATION	39
6.1. The Examination Room	39
6.2. Preliminaries	40
6.3. During the Exam.....	41
6.4. On Completion of Exam	41
6.5. Circumstances for a Candidate to Vacate Examination Room:	42
6.6. Candidate Unwell.....	42
6.7. Improper Conduct.....	42
6.8. Cheating	43
6.9. Penalties.....	43
7. EXAMINATION MANAGEMENT SYSTEM	44
7.1. Computer Based Examination System	44
7.2. Setting Up Student Profiles.....	44
7.2.1. Delivering/Releasing an Examination Paper	44
7.3. Examination Result Sheets.....	45
7.4. Security of Examination Equipment and Documents.....	45
7.5. Appeals.....	45

1. FORWARD

Civil Aviation Authority Oman being the regulatory body empowered to conduct certifications & surveillance on civil Aviation activities, its Licensing Section is entrusted to conduct certification of personnel involved in these activities whose job functions require such certification to perform their jobs.

Conducting of examinations to determine the knowledge requirement for the issuance of a personnel licence is conducted in the manner established and approved by the DGCAR.

Purpose of this Procedure Manual is to document procedures and standards applicable for conducting of examinations for the issuance of varies types of licences. This Procedure Manual also contains instructions/guidance for the conduct of examinations/assessments by CAA or designated Examiners/Assessors/organizations and other vital information pertaining to management of newly established examination centre in CAA

This Procedure Manual is approved by the Director General of Civil Aviation Regulation on powers vested by Civil Aviation Law, on the date indicated below for the use & guidance of all applicable personnel for its intended purpose.

Contents of this Procedure Manual may be changed if needed without prior notification & the right to change is reserved with DGCAR.

2. PEL EXAMINATION

2.1. Examination Tasks

Examination tasks are complex and require a high level of experience and expertise in the various areas of licensing (typically flight crew, aircraft maintenance personnel and air traffic controller). Executing the function also requires the highest degree of technical and ethical integrity as well as good judgement. The examination tasks include:

- (a) designing written examinations for flight crew members, aircraft maintenance personnel, air traffic controllers and ground operations personnel who intend to apply for the issue or renewal of licences or to add new aircraft types, ratings or authorizations to their licence;
- (b) reviewing, evaluating and marking written tests;
- (c) administering oral examinations of different specialities, as required;
- (d) administering flight and simulator tests followed by generating the required test reports;
- (e) administering practical tests as required for the different specialities and generating the necessary test reports;
- (f) coordinating with the Medical Assessor/Examiner those aspects related to medical examinations and the issuance of medical assessments, in compliance with CAR-FCL, Annex 1 provisions and supporting guidance in Doc 8984;
- (g) administering language proficiency examinations, as required; and
- (h) participating in committees or advisory groups to review and recommend improvements to examination syllabi, questions, practical tests and licensing matters.

2.1.1. Delegation of examination tasks

- (a) delegation of examinations to specialist examination bodies after a due diligence process for such approval and ensuring that the vendor has appropriate personnel and setup for the development, revision, upkeep of examinations required under the Licensing regulations and; conduct those examinations in a way for the satisfaction of the PEL office. The delegation shall include the question bank developers and the examiners conducting the examinations. The PEL office shall arrange for the online monitoring of such examinations on regular or random basis.
- (b) delegation of examinations to “Approved Training Organizations” after a due diligence process for such approval and ensuring that the ATO has appropriate personnel and setup for the development, revision, upkeep of examinations required under the Licensing regulations and; conduct those examinations in a way for the satisfaction of the PEL office. The delegation shall include the question bank

developers and the examiners conducting the written and oral examinations as specified in the ATO approved manuals.

- 1) The ATO will advise the examination dates to the PEL office and the PEL inspectors may opt to invigilate online or physically
- 2) The PEL office shall conduct online and physical surveillance
- 3) Check the ATO processes and procedures during annual and spot audits
- 4) Check the ATO nomination processes for the personnel conducting the examinations
- 5) The ATO shall arrange an online IP camera for the PEL inspectors to randomly monitor the conduct of examinations
- 6) Reviewing, evaluating and marking written tests

2.2. Delegation

By virtue of powers vested to the DGCAR in terms of the Civil Aviation Law (76/2019) the Licensing Section of Flight Safety Department may delegate some or all (Theoretical and/or Practical) examination functions to a service provider/ATO, or make an agreement with the CAA of another State to provide the services by specified Licensing Authorities. A Service provider/Training Organisation delegated for some or all (Theoretical and/or Practical) examination functions will follow procedures to develop, conduct and monitor the reliability of the testing done.

When an outsourcing option is chosen, it is important to note that the CAA PEL Section still retains overall responsibility for the integrity and effectiveness of the testing systems for theoretical knowledge and practical skills. The Licensing Section of Flight Safety Department will maintain records of surveillance of delegated persons and or organisations.

2.2.1. Procedure for Delegation and Oversight Process

- (a) A Service Provider/Training Organisation maybe delegated to conduct the following:
- 1) Setting of examinations;
 - 2) Provide copies to the CAA for comment and or approval (if required);
 - 3) Conduct examinations using the established CAA protocols;
 - 4) Examinations are amended/changed on an annual basis and maintained in a secure manner;
 - 5) Notify the CAA when examinations are being conducted;
 - 6) Maintain a secure record of all examinations conducted;
 - 7) Development and maintenance of a comprehensive, accurate and up-to-date question bank and secured effective examination system.

- (b) The CAA will conduct the following oversight process of the Service Provider/Training Organisation:
- 1) Review sample examinations for comments and approval against the established course syllabi;
 - 2) Oversight the examination process on an annual or biannual basis (as required) to ensure examination protocols of conduct are being maintained;
 - 3) Review examination results for any inconsistencies in course instructions (any pattern of knowledge failures against course material);
 - 4) Past examination records and security of examinations.

2.2.2. Examination Design and Development

The continuous improvement of training programmes offered by approved training organizations is captured within their quality assurance programme. But as a general principle, syllabi should be reviewed periodically, no less frequently than once every three years, to ensure that they remain relevant and reflect current legal requirements, technology, terminology, operational practices, etc.

Once the syllabi have been determined, and accepted by industry, the Licensing Section of Flight Safety Department will design appropriate examinations. Well-designed and objective examinations require careful consideration of the optimum syllabus coverage, the examination format and duration, the number and type of questions and the pass *mark*.

2.3. Developing, Revising and Updating Questionnaires/Question Bank Procedure

Questions are written by an appropriate specialist with a background in training and testing. The new question should be peer-reviewed by a moderator and changes made in consultation. Then a third moderator should answer the question under “examination” conditions and provide further feedback.

Sometimes, questions are written by a committee but care should be taken with this technique to avoid “group-thinking”, where a group seeking consensus tends to override realistic appraisal of alternative courses of action (e.g. introducing questions about new technology or new procedures).

2.3.1. Question review base.

- (a) Annual review.

The annual question review will be conducted at the last month of the calendar year. The review will cover 5% of each subject.

- (b) New question(s) review.

Each new question or new group of questions will be revised, checked and approved before being part of the question bank for use.

(c) Applicant's complaints.

Each applicant complaints from the question will be reviewed by the Chief of PEL section and based on the initial assessment result, decision will be taken to consider the revision of the applicable question(s).

(d) Commonly wrong answer.

Identified wrong questions or answers to be reviewed by the PEL section.

3. EXAMINERS / ASSESSORS /INVIGILATORS

3.1. Requirements for Knowledge Examiners/Assessors

Qualification, Standards and Procedures for (Designated) Examiners/Assessors performing the examinations and tests are required and shall be defined in the respective Training Procedure Manual or approved Procedure Manual within the applicable civil aviation regulations.

All examiners shall ensure the consistency and reliability of the examination conducted for all licence, ratings and endorsements.

3.2. Designated Examiner/Assessor

Examiners/Assessors appointed and designated by the Director Flight Safety or Director General Civil Aviation Regulation to conduct Examination and or assessment for the issue, renewal and revalidation of Licences, ratings and endorsements.

Designated Examiner/Assessors must, however, be constantly aware that they perform their examination/assessment duties as delegates of the CAA.

Examiner/Assessors, while conducting examination, tests or observing performance, are cautioned not to interfere or otherwise do anything that would cause confusion or distraction for the candidate.

The CAA may also nominate suitably-qualified personnel employed by a service provider to act as Designated Examiner/Assessors for that service provider's programme.

Although the Designated Examiner/Assessor is the holder of CAA authorization, he nevertheless requires the authority of the service provider to conduct examination/Assessment/checks/tests on behalf of the CAA.

3.2.1. Application and Process - Examiner/Assessor

The service provider's nominee shall complete and sign the Nomination for Designated Examiner/Assessor Form, in accordance with the instructions printed thereon according to the requirements established in approved Training and Procedure Manual /MTOE. A candidate shall also declare conditions that could result in a conflict of interest. Interest in a company will not automatically disqualify a candidate from receiving Designated Examiner/Assessor authority.

The CAA will assess every case, with consideration given to all circumstances involved. The completed nomination form, with required supporting documentation, shall be submitted to the CAA DGCAR/FSD.

The Examiner/Assessor nominee shall have fulfilled the qualification stipulated in relevant CARS and approved training procedure manuals. as ;

- (1) relevant knowledge, background and appropriate experience related to the privileges of an examiner;
- (2) that they have not been subject to any sanctions, including the suspension, limitation or revocation of any of their licences, ratings or certificates issued in accordance with this Regulation, for non-compliance with Civil Aviation Law and Regulation during the last 3 years.
- (3) within the stipulated period preceding the application have successfully completed a CAA approved training course during which the required knowledge and skills are taught using theoretical and practical methods; and

3.3. Qualifications & Responsibilities of Knowledge Examiners

Examiner for theoretical examinations must be experienced and current practitioners in their specialist area and have a strong background in training and assessment. Their requirement for the prescribed standard of performance from personnel being tested should not be in doubt. They should also have no professional or personal conflicts of interest with their examining function.

3.3.1. Qualifications of Knowledge Examiners:

- (1) Have high personal integrity.
- (2) Have knowledge of the instructional system and testing design principles, professional learning theory and educational standards.
- (3) Have the ability to research and apply findings in professional learning and training strategies, including knowledge of evaluation and testing techniques.
- (4) Have the ability to apply interpersonal and communication skills to establish effective working relationships.
- (5) Have the experience in designing, formulating, finalizing, evaluating, validating, revising and enhancing individual knowledge test items and entire testing instruments.
- (6) Technical personnel involved with theoretical examination development or assessment should also have excellent written language skills and be computer literate.
- (7) All examiners must ensure that the qualifications appropriate to their area of responsibility remain current.

Training.

- (1) Initial or indoctrination training is necessary for all new examiners.
- (2) Recurrent or refresher training to help examiners remain current and to assist with standardization.

3.3.2. Responsibilities of Knowledge Examiners

- (a) Perform a combination of multiple, varying and complex assignments relating to knowledge test design and to the development, revision and quality assurance of questions.
- (b) Apply experience and comprehensive knowledge of testing systems to plan, analyse and evaluate test items and whole tests and their interrelationship with the program overall educational and testing goals.
- (c) Collaborate with statistical subject matter experts to review test items and whole test performance in order to ensure compliance with PEL Office procedures and alignment with organizational objectives.
- (d) Design solutions to multifaceted issues and prepare management reports to recommend improvements in operational efficiency. Identify, organize and make optimal use of resources to accomplish program activities within established schedules.
- (e) Act as a contributing specialist for assessing previously created test items and for formulating newly composed test items.
- (f) Provide guidance to aviation subject matter experts to identify learning issues, recommend solutions and implement them.
- (g) Act as a point of contact for subject matter experts, academia and industry representatives in order to receive and determine the validity of inputs and recommendations, and implement improvements in the testing program.
- (h) Act as point of contact for the Examination Section in discussions, meetings and briefings with internal and external organizations concerning testing system performance, status and plans, as well as current and future business requirements; and;
- (i) Develop and recommend approaches to migration to or acquisition of innovative testing methodologies, including possible modifications to existing systems or adoption of new testing system attributes and enhancements.

3.4. Designated ATC Examiner/Assessor

Air Traffic Control Examiners appointed and designated by the Director Flight Safety or Director General Civil Aviation Regulation to conduct skill tests for the issue, renewal and revalidation of Air traffic Controller (ATC) Licences, ratings and endorsements.

Designated ATC Examiner/Assessors must, however, be constantly aware that they perform their checking duties as delegates of the CAA.

ATC Examiner/Assessors, while conducting tests or observing performance, are cautioned not to interfere or otherwise do anything that would cause confusion or distraction for the air traffic controller.

The CAA may also nominate suitably-qualified personnel employed by a service provider to act as Designated ATC Examiner/Assessors for that service provider's programme. Although the Designated ATC Examiner/Assessor is the holder of CAA authorization, he nevertheless requires the authority of the service provider to conduct checks/tests on behalf of the CAA.

3.4.1. Application and Process - ATC Examiner/Assessor

The service provider's nominee shall complete and sign the Nomination for Designated ATC Examiner/Assessor Form, in accordance with the instructions printed thereon. A candidate shall also declare conditions that could result in a conflict of interest. Interest in a company will not automatically disqualify a candidate from receiving Designated ATC Examiner/Assessor authority.

The CAA will assess every case, with consideration given to all circumstances involved. The completed nomination form, with required supporting documentation, shall be submitted to the CAA DGCAR/FSD.

The ATC Examiner/Assessor nominee shall have following qualification;

- (a) Be an Air Traffic Controller who has been Licenced in accordance with the CAR-ATCO and maintains ATC Rating/s, operational currency and proficiency;
- (b) have exercised the privileges of an air traffic controller licence for the specific rating for at least three years
- (c) within the year preceding the application have successfully completed a CAA approved assessor course during which the required knowledge and skills are taught using theoretical and practical methods; and
- (d) have successfully completed an assessor competence assessment including an assessment of previous competency checks

3.4.2. Privileges - ATC Examiner/Assessor

- (a) A person shall only carry out assessments when he/she holds an assessor endorsement.
- (b) Holders of an assessor endorsement are authorized to carry out assessments at the ATS units:
 - 1. during initial training for the issue of a student air traffic controller licence or for the issue of a new rating and/or rating endorsement, if applicable;
 - 2. of previous competence for the purpose of ATCO.B.001(d) and ATCO.B.010(b);
 - 3. of student air traffic controllers for the issue of a rating and rating endorsements, if applicable;
 - 4. of air traffic controllers for the issue of a rating and rating endorsements, if applicable, as well as for revalidation and renewal of a rating and rating endorsement;

5. of applicant practical instructors or applicant assessors when compliance with the requirements of point (d)(2) to (3) is ensured.
- (c) Holders of an assessor endorsement shall only exercise the privileges of the endorsement if they have:
 1. at least three years' experience in the rating and rating endorsement(s) they will assess in; and
 2. demonstrated knowledge of current operational practices.
- (d) In addition to the requirements set out in point (c), holders of an assessor endorsement shall only exercise the privileges of the endorsement:
 1. for assessments leading to the issue, revalidation and renewal of a rating and if they also hold the unit rating associated with the assessment for an immediately preceding period of at least one year;
 2. for assessing the competence of an applicant for the issue or renewal of an OJTI endorsement, if they hold an OJTI endorsement and have exercised the privileges of that endorsement for at least three years;
 3. for assessing the competence of an applicant for the issue or renewal of an assessor endorsement, if they have exercised the privileges of the assessor endorsement for at least three years.
- (e) When assessing for the purpose of issue and renewal of a rating and rating endorsement, and for ensuring supervision on the operational working position, the assessor shall also hold an OJTI endorsement, or an OJTI associated with the assessment shall be present.

3.4.3. Responsibilities - ATC Examiner/Assessor

Prior to, during, and/or immediately after each monitoring or training session, the authorized ATC Examiner/Assessor shall observe, test, brief, debrief, evaluate and assess the nominee to determine if the nominee possesses the following:

- (a) A satisfactory knowledge of the contents and interpretation of relevant CAA and ANSD policies, procedures and regulations;
- (b) A thorough knowledge of the contents of the service provider's Standard Operating Procedures Manual, other applicable ATC manuals and appropriate ICAO documentation;
- (c) A thorough knowledge of the mechanics and techniques associated with administering Validation Checks and Proficiency Checks; and
- (d) A clear understanding of what is considered as appropriate action to be taken by an ATC Examiner/Assessor when acceptable standards have not been met.
- (e) Using the assigned CAA forms, prepare, record and sign the following as appropriate:

- i. Certificate of competence – ATC Ratings
- ii. Assessment of competence – OJTI
- iii. Assessment of competence – ATC Examiner / Assessor
- iv. Application form for the issue/revalidation of licences, ratings and endorsements

3.4.4. Training - ATC Examiner/Assessor

ATC Examiner/Assessor nominee upon meeting the qualification requirements shall undergo the following training in order to be authorised as an ATC Examiner/Assessor:

- (a) Training of assessors shall be developed and provided by training organisations and shall consist of:
 - 1) an assessor training course, including an assessment;
 - 2) a refresher training course on assessment skills;
 - 3) a method(s) for assessing the competence of assessors.
- (b) The training courses and the assessment method referred to in point (a) shall be approved by the Authority.

3.4.4.1. Courses - ATC Examiner/Assessor

1. A successful assessment for the purpose of the assessor training course should establish competence at least in the following areas of assessment knowledge and techniques:
 - (a) regulatory environment and legal obligations;
 - (b) types of assessment and their application;
 - (c) performance objectives constituting air traffic controller competence;
 - (d) conditions of assessments to create reliable results;
 - (e) processing of assessments and administrative procedures;
 - (f) giving verbal feedback and writing assessment reports;
 - (g) vested interests and code of conduct;
 - (h) accurately assessing competence against the performance objectives;
 - (i) developing a good questioning technique and designing questions appropriate to the assessment.

2. Refresher Training in Assessment Skills

Refresher training in assessment skills should prevent knowledge and skills erosion and it should be designed to maintain skills in assessment techniques and awareness of the regulatory environment.

3.4.4.2. *Assessment - ATC Examiner/Assessor*

The assessment of competence shall be recorded on the CAA prescribed form and attached for the issue, revalidation/renewal of assessor endorsement.

The assessment of assessor competence should focus on the application of the skills of an assessor. The skills should represent at least a subset of the competences taught during the assessor training course.

3.4.5. **Validity - ATC Examiner/Assessor endorsement**

- a) The assessor endorsement shall be valid for a period of three years.
- b) The assessor endorsement may be revalidated by successfully completing refresher training on assessment skills and on current operational practices during its validity period and has been appropriately assessed.

3.4.5.1. *Renewal and Revalidation Process*

(a) Renewal:

- a) If the assessor endorsement has expired, it may be renewed by:
 - 1) receiving refresher training on assessment skills and on current operational practices; and
 - 2) successfully passing an assessor competence assessment;
- b) within the year preceding the application for renewal and meeting 2.16.3 (b)

(b) Revalidation:

- a) Successful completion of the refresher training in assessment skills and current operational practices may be verified by several means, for example by:
 - 1) dedicated or continuous assessment;
 - 2) peer assessment; or
 - 3) demonstration of the practical assessment skills.
- b) Current operational practices may be refreshed by transitional and pre-on-the-job training.
- c) The verification should be undertaken following the completion of the refresher training.

A renewal or revalidation of ATC Examiner/Assessor authorization is affected by the submission of the application form along with a cover letter including the AoC (Assessment of competence) and / or the various requirements as applicable.

The PEL staff will check the application for documentation, forward to the inspector for review who will recommend the action for final approval by the Chief of Licensing.

3.5. System for Monitoring / Surveillance of Knowledge Examiner/Assessor/Delegated organisations

The CAA shall monitor the standards of all Designated Examiner/Assessors by:

- (a) Monitoring Designated Examiner/Assessors at periodic intervals while they conduct a examination or assessment
- (b) Reviewing the service provider's utilization of Designated Examiner/Assessors on a regular basis and or according to the approved surveillance plan ;
- (c) Completion of the Designated Examiner/Assessor Monitoring Report, retaining of records, and updating the service provider's Designated Examiner/Assessor file;
- (d) Monitoring the activities of each Designated Examiner/Assessor to ensure:
 - (1) his Exams/Assessment/Checks /reports are complete, accurate and meaningful;
 - (2) his Exams/Assessment/Checks cover the required sequences;
 - (3) his conduct of Exams/Assessment/Checks is fair and in conformance with the standards and procedures described in this Regulation;
 - (4) he is acting within the limits of his authority;

3.5.1. Procedures for Monitoring / surveillance

In the case of Monitor Exams/Assessment/Checks, the CAA Inspector will meet with the Designated Examiner/Assessor prior to commencement of the Exam , test , assessment or check, to establish the sequence of procedures to be demonstrated and to delineate the extent of the Inspector's input. Either the Inspector or Designated Examiner/Assessor may conduct pre-test activities including the briefing of the candidates.

The CAA Inspector shall document the monitoring/surveillance report on the prescribed form along with the copies of following documents:

1. Examination location , the designated organization and ATS unit roster (if ATC Test)
2. Assessor / Examiner licence and or authorization

3.6. Knowledge Examiners/Assessors for AME Licences

3.6.1. Introduction

The requirements for the qualification and acceptance of instructors, knowledge examiners and practical assessors are specified in CAR-147.

3.6.2. Purpose

The purpose of this section is to establish the criteria applicable to knowledge examiners and assessors exercising their activity in a CAR-147 Maintenance Training Organization approved by the CAA as well as the methods and procedures for the acceptance of such staff by the CAA.

These apply to concerned staff of the Maintenance Training Organisation approved under CAR-147, as well as to any instructors, examiners and assessors sub-contracted by the approved organization.

3.6.3. Definitions

In order to understand the criteria and which categories of staff are subject to compliance, the following definitions are applicable:

Knowledge Examiner: A nominated person who will determine the level of theoretical knowledge of an individual on a particular module, element, or part thereof. The function may include the drafting and/or the selection of questions (Multi-Choice and Essay Questions), the performance of the examination exercise itself for essay questions, the evaluation of the correctness of answers and the final judgment regarding the level of knowledge demonstrated by an individual. Persons solely supervising an examination session consisting of pre-selected multi-choice questions are not considered as knowledge examiners but are considered as support staffs (invigilators), and are therefore not subject to the knowledge and experience requirements, but need to be trained to the examination procedure in the Maintenance Training Organisation Exposition (MTOE).

Assessor: A nominated person who will determine the level of practical knowledge/skill of an individual on a particular module, element, or part thereof. The function may include the drafting and/or the selection of practical tasks, the performance of the practical assessment itself, and the evaluation of the practical abilities on the tasks covered by the assessment.

Scope of Privileges: The part of a course that an individual is authorised by the training organisation to instruct, examine or assess; this scope can cover a full course or be reduced to a particular module or element, or even be limited to a part thereof (i.e. sub-module, a specific area within a sub-module, etc.).

3.6.4. Qualification and Experience Requirements for Instructors, Knowledge Examiners and Assessors

The competency of instructors, knowledge examiners, and practical assessors is an essential factor contributing to the quality of a training course and only adequately

qualified staffs should be assigned by the Maintenance Training Organisation to carry out the training and examination tasks.

It is therefore important to assess the competency of the proposed staffs, and the following criteria are meant to establish the parameters that CAA intend to use to measure the level of competency of training/examination staffs.

Rather than strict educational background are pre-determined professional experience, the criteria address qualities or skills that are expected to be owned by the staffs, and which must be demonstrated to the CAA.

Note: The means to demonstrate that a proposed instructor, knowledge examiner or practical assessor owns these qualities is addressed in para 5.11.5.3.

(a) Knowledge Examiner qualification should include:

- i. **Speciality Knowledge.** Fully knowledgeable about the CAR-66 module/CAR-66 elements that are assigned to their scope of examination and knowledge about the rules and specific procedures (MTOE etc.) governing the organisation and performance of examinations in a controlled environment (CAR-147 organisations).
- ii. **Pedagogical Skills.** Knowledge examiners should be trained to examination techniques and satisfactorily passed an assessment performed and documented by the Training Organisation's Examination Manager (if he appropriately qualified as knowledge examiner and in accordance with an MTOE procedure). Knowledge examiners should be familiar with the tools or the examination techniques used by the training organisation to perform the exams (paper system, computerized systems).

(b) Practical Assessor qualification should include:

- i. **Speciality Knowledge.** Fully knowledgeable about the CAR-66 module/CAR-66 elements on the task to be assessed and knowledge about the rules and specific procedures (MTOE etc.) governing the assessments in a controlled environment (CAR-147 organisations).
- ii. **Pedagogical Skills.** Practical assessors should be trained to assessment techniques and satisfactorily passed an assessment performed and documented by the Training Organisation's Examination Manager (if he appropriately qualified as practical assessor and in accordance with an MTOE procedure).

Practical assessors should be familiar with the tools or the techniques used by the training organisation to assess the practical abilities of trainees (maintenance simulators, mock-up etc.).
- iii. **Speciality Experience.** Possess the required experience proving that he has a good command of the subjects being assessed. Practical assessors should be able to determine if the trainee accomplishes the tasks in accordance with the current regulations, utilizing approved procedures, maintenance practices etc.

3.6.4.1. *Assessment and Acceptance of Instructors, Knowledge Examiners and Practical Assessors*

(a) Pre-assessment by the Maintenance Training Organisation

Before being proposed to CAA, the proposed candidate to a position of instructor, knowledge examiner or practical assessor shall be physically interviewed by the appropriate staff of the organisation (Quality Assurance Manager, Training Manager, Examination Manager etc.) in order to ensure its competency. The pre-assessment shall be performed in accordance with an approved procedure, and must be documented.

Once satisfactorily completed, the detailed result of this pre-assessment must be provided with the list of concerned staff and supporting documents (certificate, diplomas etc.). The intended scope of instruction, examination or assessment must be detailed.

The CAA will have to assess that the training organisation has an acceptable system in place to ensure that each proposed instructor, knowledge examiner and practical assessor is competent, but also that the organisation can demonstrate that it has enough qualified instructors, knowledge examiners and practical assessors to cover, without any gap, the integrity of the approved courses. The procedure shall be described in the MTOE.

(b) Assessment by the CAA

The above standard prescribes the expectations of CAA for an individual to qualify as an instructor, knowledge examiner or practical assessor.

Several possibilities exist to assess whether a proposed staff owns the skills or qualities described in para 5.11.5.2 and that qualify him as an instructor, knowledge examiner or practical assessor.

The background of the candidate (education/experience etc.) should be carefully reviewed in order to determine if this background can demonstrate that the qualities of para 5.11.5.2 are owned by the candidate.

In any case, samplings including interviews and event witnessing must be performed by the CAA when approving a new organisation, or when significantly extending the scope of an existing approval and repeated as part of the continued surveillance carried out within the organisation.

(c) Acceptance of candidates by the CAA

Assessment and acceptance of instructors, knowledge examiners and practical assessors shall be performed by the approved training organisation in accordance with the dedicated procedure described in the MTOE (as approved by CAA). The list of those staffs shall be included into the MTOE or cross referred to document. No CAA Form AWR 032 is to be submitted to the CAA for approval of these staffs.

3.6.4.2. *Continued Qualification of Instructors, Knowledge Examiners and Practical Assessors*

- (a) The qualification criteria and experience requirements only address the initial acceptance of instructors, knowledge examiners and practical assessors. The training organisation must develop and document a program to ensure the continued qualification and competence of these staffs and define it in the MTOE and approved by CAA. The recurrent training program shall as a minimum comply with CAR-147.
- (b) The continued qualification shall be assessed and confirmed at cycles not exceeding two years. The updating training (syllabus, participants) and the Quality Assurance assessment shall be documented and made available to CAA.
- (c) CAA takes action according to the CAA enforcement rules in the event that sufficient evidence exists to demonstrate that an examiner has not performed his/her duties in accordance with the prescribed procedures. Any examiner/practical assessor found during a knowledge examination or practical assessment to be providing question answers to any student being examined shall be disqualified from acting as an examiner/practical assessor and the examination declared void. The Training Manager must inform the CAA of any such occurrence in writing within one calendar month of the date of the incident. The CAA ask the maintenance training organization to remove examiner/practical assessor from the approved list of examiner and practical assessor and update and submit the maintenance training organisation MTOE for approval by CAA.

3.6.4.3. Extension of the Scope of Instruction, Examination and Assessment

Should the scope of privileges of an instructor, knowledge examiner or practical assessor be extended, an assessment must be performed by the organisation in order to demonstrate that the additional qualification and experience requirements induced by the extension scope of privileges are fulfilled (i.e. specific knowledge received).

Changes to the scope of privileges of these staff is done via MTOE amendment and submitted to the CAA for review and acceptance.

3.6.4.4. Retention of records

Documents associated with the procedures described in this document shall be filed and kept in a secured location.

3.7. Conflict of Interest

Conflict of Interest is defined as any relationship that might influence a Designated Examiner/Assessor to act, either knowingly or unknowingly, in a manner that does not hold the safety of the flying public as the primary and highest priority. In order to preclude an actual conflict of interest, the CAA shall, in conjunction with the service provider, investigate each nominee's background, character, motives and resolve any conflict of interest found, prior to advising the acceptance of each nomination.

In general, candidates having a management position should not be nominated as Designated Examiner/Assessors, unless specific circumstances (such as a small organization) are recognized by the CAA.

All Designated Examiner/Assessors are held to be in a “perceived” conflict of interest, in that they are simultaneously employees of the service provider and delegates of the CAA when performing their Examining/checking duties.

3.8. Responsibilities of the Invigilator

The designated exam invigilator’s responsibilities are:

- (a) To invigilate any exam as assigned by the TKE;
- (b) Inspect the examination room before applicants are allowed to enter;
- (c) Confirm that all specific documentation and tools required for the exam are available for all applicants before applicants entering the room;
- (d) Confirm ID of all applicants when entering the examination room;
- (e) Assign seats to the applicants;
- (f) Confirm that all personal materials, equipment, devices or belongings are not allowed inside the examination room, unless those required for the exam;
- (g) Provide the examination instructions briefing to all applicants before the examination starts;
- (h) To not provide any clarification related to the examination questions during the exam;
- (i) Ensure silence and order during the examination session;
- (j) Make sure that the examination timings are respected;
- (k) To not permit anyone to exit the room during examination unless strictly necessary and under supervision of another invigilator;
- (l) Report immediately to the CAA any flaw or cheating occurrence;
- (m) Make sure that all examination associated documents and additional papers are handed back to him at the end of the examination;
- (n) Make sure that all applicants exit the room within 5 minutes from the official end of the examination session;
- (o) Be the last person to exit the room after inspecting that the room is free of any material left behind.

4. THEORETICAL KNOWLEDGE EXAMINATION PROCEDURES

The CAA may accept the use multiple choice and essay type questions for examinations according to the relevant CARs. This is an important safety tool, ensuring that all personnel have the appropriate knowledge and necessary competencies.

- (a) The CAA arrangements and procedures for applicants to take theoretical knowledge examinations in accordance with the requirements of relevant CAR are detailed in the Licensing Procedures Manual.
- (b) The examination procedures shall allow the conduct of the examinations on computer based or a paper-based system.
- (c) The English language is used for all examinations.
- (d) The CAA established procedures to ensure the integrity of the examinations as detailed in the Licensing Procedures Manual shall be implemented.
- (e) If the CAA finds that the applicant is not complying with the examination procedures during the examination, this shall be assessed with a view to failing the applicant, either in the examination of a single subject or in the examination as a whole.
- (f) The CAA shall ban applicants who are proven to be cheating from taking any further examination for a period of at least 12 months from the date of the examination in which they were found cheating.
- (g) The CAA provides suitable facilities for the conduct of examinations.
- (h) The content of the examinations should retain a confidential status until the end of the examination session.
- (i) The identity of the applicant should be confirmed before an examination is conducted.
- (j) Examination applicants should be seated in a way so that they cannot read each other's examination. They should not speak to any person other than the invigilators.
- (k) All examination papers, associated documents and additional papers handed out to the applicants for the examination should be handed back to the invigilator at the end of the examination.
- (l) Only the examination paper, specific documentation and tools needed for the examination should be available to the applicant during the examination.

4.1. Examination Pass Standards

The pass percentage for all CAA exams is 75%. All questions have the same % loading with no negative marking.

Results as “Pass” or “Fail” along with the percentage will be provided to the candidate.

4.2. Guide Lines for Examiners on How to Prepare Examinations

Knowledge examinations are conducted for issuance of following licences and ratings.

Examiners shall ensure all examinations papers meet standards applicable for each examination as indicted in this Directive and the manner approved by CAA.

- I. Pilot Licence.
- II. AME Licence.
- III. ATC Licence.

All Designated organizations and its Examiners shall follow the Guide lines stipulated in respective Approved Training Procedure Manuals when prepare and conducting Theoretical knowledge examinations and assessments.

4.2.1. Standards for Examinations and Assessments - Pilot Licence & Ratings

Knowledge examinations for issuance of pilot licences shall meet standards indicated in the learning objectives of relevant parts of CAR FCL, this Procedure and Chapter 3 LPM.

4.2.2. Standards for Examinations and Assessments - AME Licence & Ratings

Knowledge examinations for issuance of AME licences shall meet standards indicated in this Procedure, chapter 5 of LPM, CAR 147 and CAR 66 and approved syllabus and the examination standards. CAR 66 Appendix B stipulates the guidelines to prepare the knowledge Examinations.

4.2.3. Standards for Examinations and Assessments - ATC Licence & Ratings

Knowledge examinations for issuance of ATC licences, ratings and endorsements shall meet standards indicated in CAR ATCO, chapter 3 & 6 of LPM and this procedure manual. Examination & assessment shall be prepared and based on the performance objectives as mentioned in CAR. ATCO SUBPART D Section 2 for basic and rating training and assessments and; CAR. ATCO SUBPART D Section 3 for instructor and examiner training and assessments.

4.3. Pre-Requisites for examination application

An ATO may register a candidate for an examination once satisfied that he/she has completed the required theoretical knowledge training as per the subject syllabus laid out in the CAR FCL.

This recommendation by an ATO shall be valid for 12 months. If the candidate has failed to attempt at least one theoretical knowledge examination paper within this period of validity, the need for further training shall be determined by the ATO, based on the needs of the applicant.

4.4. Registration Process

The ATO must fill in all required details to register candidates and then further assign them to sit examination papers.

Once the candidate has been successfully registered, he/she will receive a confirmation email/SMS from the CAA.

4.5. Examination Procedures

The process for the conduct of examinations at any approved CAA examination facility is broken into three parts.

4.5.1. Pre-examination procedures:

- (a) Candidates are required to be on time and no later than 10 minutes prior to the time appointed for the start of the examination.
- (b) Before the scheduled examination starts the TKE or DEI will prepare the examination room ensuring the following:
 - (1) Examination terminals are switched on and ready for candidate use;
 - (2) Surveillance equipment is switched on and functioning;
 - (3) Examination room lighting and air-conditioning is switched on and adequate;
 - (4) Blank paper is available at each examination station; and
 - (5) Examination specific supplementary material is provided at each station.
- (c) Once candidates are seated:
 - (1) Check candidates' identity using photo ID against exam register.
 - (2) A Safety and Administration briefing must be given to candidates including:
 - A. Location of nearest emergency exits;
 - B. Actions to be taken in event of hearing the fire alarm;
 - C. Actions to be taken in the event of discovering a fire;
 - D. Location of first aid equipment;
 - E. Location of toilet facilities;
 - F. Security of valuables during the examination.

Note: *Candidates wishing to use toilets during an examination will not be allowed to re-enter the exam room*

 - (3) Brief candidates on conduct of examination including:
 - A. Candidates will be seated where indicated by the invigilator and must remain seated throughout the examination.
 - B. Candidates must not speak to any person when entering or inside the examination room other than the invigilator.

- C. All questions asked by a candidate should be limited to logistic and not the content of the question e.g. applicant cannot ask for clarification for a question.
- D. Candidates may only bring the following items into the exam room;
 - i. CRP-5 (Flight Computer);
 - ii. Non-programmable calculator;
 - iii. Dividers;
 - iv. Pencils;
 - v. Eraser;
 - vi. Navigation ruler; and
 - vii. Navigation protractor.
- E. All personal materials, documents (including dictionary), equipment including phones, phone connected watches may not be brought into the exam room. A secure place shall be provided to store these items.
- F. For graph type questions the relevant CAP shall be provided by EC which can be written or drawn on but must be left in the examination room.

4.5.2. Procedures During Examinations

- (a) Throughout the examination candidates will be monitored for any kind of cheating. If cheating is confirmed by any means, the following will be carried out:
 - (1) Collect the necessary evidence;
 - (2) Collect the candidate's authorization and test material;
 - (3) Advise the candidate that further testing may only occur after CAA investigation;
 - (4) Advise the candidate to leave the examination room and await further instructions; and
 - (5) Retain any evidence in a secured area.
- (b) If a candidate finishes the examination before the end of the session, all their examination and associated documentation must be collected. The candidate cannot re-enter the examination room and must wait in the examination briefing room for further instructions.

4.5.3. Post Examination Procedures

- (a) All examination materials, associated documents and additional papers handed out to the applicants for the examination should be handed back to the invigilator at the end of the examination.

- (1) Once the examination is complete all candidates must leave the examination room within five (5) minutes from the official end of the examination session. All examination and associated documentation must be collected.
- (2) In the examination briefing room advise the candidates that they will receive their results by email and remind them to take all their belongings with them.
- (3) If subsequent exams are to be conducted in the examination room, then the room must be inspected by the TKE/DEI after being vacated by all persons and any unauthorized material shall be removed.

4.5.4. Examination Discrepancies:

In the event a candidate finds a discrepancy during the exam, they should report this to the TKE or DEI and this shall be reported electronically to the CAA.

4.5.5. Appeal Process:

Appeal against a result is permitted if submitted in writing to the CAA within three (3) days from the date of the examination session. The result of the appeal is irrevocable, and will be notified within fifteen (15) working days from the date of submission of the appeal request. The following are the only grounds for filling an appeal:

- (a) System malfunction;
- (b) Incorrect examination;
- (c) Power outage.

4.5.6. Examination Validity Period

- (a) A candidate for a pilot's licence or rating must successfully pass all the theoretical knowledge examinations as required within stipulated time period, attempts and sittings in accordance with CAR.FCL.025 Theoretical knowledge examinations for the issue of licence and ratings.
- (b) They must re-take the complete set of examination papers.
- (c) Before re-taking the examinations, the applicant shall undertake further training at an ATO. The extent and scope of the training needed shall be determined by the training organization based on the needs of the applicant.

4.5.7. Applicants Discipline and Disciplinary Actions

Applicants shall respect staff members' authority in their respective fields (e.g. ATO TKE, DEI) and follow instructions given by them. The following rules apply to all applicants undertaking exams at the EC.

4.6. Identification

The identity of a candidate shall be confirmed before the applicant enters the examination room. An ID must be provided and must contain a recent photograph of the applicant. The ID could be a valid Residence Card, valid passport, valid Omani driving licence, or an ID issued by the organization.

4.7. Punctuality

All applicants are required to be on time for the exam and no later than ten (10) minutes prior to the time appointed for the commencement of the examination session.

“No shows” to an exam will not be reimbursed to the applicant and all subsequent applications will be charged accordingly.

4.8. Cheating

In case of suspicion of cheating the Examiner or the invigilator will immediately:

- (a) Confirm the violation by any means and collects the necessary evidences;
- (b) Collect the applicant’s authorization, all test materials, including exhibit book(s), and advise the applicant that further testing may continue only after the CAA completes an investigation;
- (c) Escort the applicant into an area to avoid disturbing others who are carrying out an examination at the same time;
- (d) Keep any evidence related to the cheating incident in a secured area;
- (e) Candidate who is confirmed to be cheating shall be prohibited from taking any CAA examination for a minimum of one year from the date of the examination in which they were found cheating.
- (f) The report shall be entered into the CAA central exam records.

4.9. Examination Facilities

4.9.1. Examination Centre (EC)

- (a) CAA Approved Examination Centre (EC) shall have a dedicated examination room consisting of computer work stations, full time dedicated for the conduct of examinations.
- (b) The EC shall be compliant with local building, sanitation, and health codes including adequate arrangements for safety and emergencies.
- (c) Restroom facilities shall be located in the same building where the knowledge testing is conducted.

- (d) The building shall have proper ventilation, lighting, temperature control and should be kept free from noise, distractions and visual aids, such as aviation related posters that might assist an applicant in answering examination questions.

4.9.2. Examination Room

The examination room shall be kept locked at all times when not in use for examinations and shall be equipped with:

- (a) CCTV wide angle camera with recording for surveillance of applicants during examination by CAA;
- (b) adequate lighting avoiding situations that create glare on computer monitor screens;
- (c) adequate physical space between terminals, respecting the 1.5 meters spacing requirement;
- (d) Multiple work stations with sufficient workspace of at least 1 meter wide with a monitor and a keyboard and sufficient room to utilize test materials.

4.9.3. Examination Equipment

Each approved examination centre shall be equipped with a computer terminal with appropriate hardware and software specifications to conduct examinations.

4.9.4. Security Features

- (a) Computers shall not have access to any other website or anything other than CAA Examination web-based software. No software shall be installed other than the recommended one.
- (b) All external data inputs on CPU shall be disabled (USB ports and CDROM).
- (c) Computers shall not have any screen mirroring software (to connect to any mobile device).
- (d) There shall be a separate system/windows login to run the exam with very limited access.
- (e) System should lock if leaving the exam page during exam.
- (f) Only the Administrator or authorized person shall have a code to unlock the system if required and must log the occurrence and reason within the system.
- (g) Mobile phones or any other mobile devices shall not be allowed in the examination room.

4.10. Oral Examinations

Oral examinations require an experienced examiner with an in-depth knowledge of the specialist subject matter to conduct a one-on-one examination of a candidate, and sound

processes, including statistical analyses, should be put in place to ensure consistency and objectivity. Most commonly, an oral theory examination is a component of a practical test.

An oral examination refers to the practice of conducting an assessment/evaluation verbally. Although this can be done informally, this procedure addresses formal examinations only. Formal oral examinations can be done either through a structured or an unstructured interview:

- (a) A structured interview is comparable to a written examination with a fixed set of questions, where the candidate responds verbally;
- (b) An unstructured interview allows room for varying the line of questioning and probing, with follow-up questions.

Oral examinations are widely used in aviation, especially in conjunction with a practical assessment/evaluation.

5. RULES APPLICABLE FOR THE CONDUCT OF EXAMINATIONS

5.1. General Rules

- (a) Candidates will not be allowed to use any loose paper other than that provided at the examination by CAA. All papers issued and documents provided by the CAA shall be returned with the answer sheet to the Invigilator on completion. Failure to comply with this rule may result in disciplinary action being taken.
- (b) Answer sheets must be completed using pens (preferably blue colour or black colour) candidates shall not use red colour on examination documents. Candidates may use other writing implements on the rough working paper or on their own documents.
- (c) Demonstration on how to attend to a computerized examinations session & applicable Rules and Regulations about computer-based examinations should be provided to applicants before starting each computer-based examination paper
- (d) Silence is to be observed in the examination room at all times. Alarms from wristwatches and key rings are not permitted. Mobile telephones, pagers etc. must be switched off and left in the candidate's personal belongings and must not be taken in to the examination hall.
- (e) If a candidate wishes to speak to an invigilating officer, they should remain seated and raise their hand. The invigilating officer will consider only those questions from candidates which relate to the general conduct of the examinations and both parties should not enter into discussion on the interpretation of words or questions contained in the examination papers.
- (f) A candidate shall leave the room only with the permission of the invigilating officer if he/she has finished an examination paper before time, except during the last 5 minutes (after the warning is given) before the end of any paper.
- (g) In computer-based examination, applicant should not cause any damage to hardware or software of the computer and shall not try to open any application other than the one assigned for him/her to do the examination.
- (h) Candidates are to stop work when so directed by examination staff and must remain seated until all examination material has been collected. Candidate shall log out from the computer once the examination is completed.
- (i) Any candidate who attempts to remove unauthorised examination materials/papers from the room will be liable to disqualification from those examination paper which have been taken and may be subjected for special arrangements for any future examinations.
- (j) Candidate may make his note of marks obtained for his/her own information and shall apply to re-take the examination in the event of an unsuccessful attempt.

5.1.1. Instructions to Candidate

5.1.1.1. Attendance at the Examination

- (a) Candidates should be present at the examination centre with photographic proof of Identity* at least 20 minutes before the scheduled time for the commencement of each examination. A candidate who fails to provide authorized identification shall not be permitted to take the respective examination paper. Candidates may enter the examination room only when directed by an Invigilator. A candidate should not remain in the examination room after the finishing the examination paper.

*acceptable forms of photographic ID are: - V a l i d passport, Resident Card, any valid personnel licence.

- (b) All bags, books, briefcases, etc., must be placed at the front or rear of the examination room, or as directed by the invigilating officer. Any bags books, etc., may be removed if left unattended outside the examination room.

NOTE: CAAL will accept no responsibility for any personal items/equipment which a candidate brings to the CAA and which he/she is not permitted to retain during an examination.

- (c) Candidates should be also advised that, a non-smoking rule applies in all examination centres of CAA. Further, candidates shall not be permitted to take photographs at examination centres.

5.1.1.2. Examination Dates and Bookings

- (a) Applicants wishing to sit an examination must complete the necessary Application form and submit it to the Personnel Licensing section indicating the preferable date & time. Dates for pilot examinations shall be booked by sending an e-mail.
- (b) Personnel Licensing Staff who is in charge of the examination is responsible to informing candidates by an e-mail and all examination appointments and same to be recorded in examination calendar.

5.2. Examination Results

- (a) A result sheet will be provided to the candidate after completing all applicable knowledge examinations.
- (b) The result sheet will be handed over to the applicant or to a person nominated by the applicant to collect the result sheet.

-
- (c) Examination results cannot be communicated via telephone.
 - (d) Candidates may apply for any paper to be re-marked except in computer-based examinations on payment of the fee as stated in the Scheme of fees and levied by CAA, together with a written request.
 - (e) Result sheet should be included at least the following information
 - i. Logo of the Authority/Designated Organization
 - ii. Name of the Authority/Designated Organization
 - iii. The type, level and date of examination
 - iv. Name of Candidate
 - v. Index No
 - vi. A breakdown of subject/s
 - vii. The score
 - viii. The margin of pass mark
 - ix. The signature of examiner
 - x. Sitting order number
 - (f) after complete examination related to each Level, candidate may request for an examination completion certificate. Candidate should make the applicable payment.

5.3. Failure to Comply with Examination Regulations

Any infringement of examination regulations may result in the candidate being disqualified in any subject paper that has been taken and barred from further participation in future examinations. Immediate removal from the examination room may be imposed if a candidate chooses to ignore any of these rules.

6. CONDUCT OF EXAMINATION

- (a) The invigilator shall be at the examination centre in sufficient time before an exam begins in order to address adequately the necessary administrative preliminaries. An Invigilator unable to attend the exam due to unforeseen circumstances shall inform Chief of PEL as soon as possible. The Invigilator shall NOT employ/utilize a non-approved person as a substitute. The invigilator must not engage in other activities likely to reduce the standard of the primary task of supervision or distract candidates.
- (b) The invigilator shall ensure effective supervision over candidates and invigilator shall be available in the examination centre throughout the examination period. Candidates shall NOT be left unsupervised during an examination or in the examination room.
- (c) The invigilators shall strictly adhere to Invigilator Roster published by Chief of PEL

6.1. The Examination Room

The Invigilator is responsible for ensuring that the examination centre is properly equipped and prepared for the exam sitting, with particular emphasis on:

- (a) observance of relevant building, health and sanitation regulations;
- (b) Safety for the occupants;
- (c) Emergency considerations;
- (d) Control of access
- (e) Cleanliness
- (f) No unnecessary material lying around, particularly those that may lend unfair assistance to the candidates. This includes charts, diagrams or textual information on boards and walls;
- (g) A wall clock or other time indicator so candidates can be aware of the time available to them;
- (h) Correct level of lighting;
- (i) Correct level of air-conditioning;
- (j) an environment free from unacceptable noise level, distraction and non-exam activity (place sign stating **Do Not Disturb – Examination in Progress** on all doors during the exam session);
- (k) Telephones set to *call diversion enabled* or ringer muted;
- (l) Comfortable seating for candidates;
- (m) Clean toilet facilities nearby;
- (n) Rough papers duly signed by the invigilator;
- (o) All PCs used by candidates are in good working order with USP power supply;
- (p) Allocation of candidates to seating that will minimize disturbance if some have a shorter examination than others;

- (q) General security aspects.

6.2. Preliminaries

- (a) Prior to the exam sitting, carry out the administrative preliminaries' by recording the following details in the attendance sheet:
 - (b) Index Number and name of candidate;
 - (c) Date and time of sitting;
 - (d) Attendance sheet is signed by both candidate and the examiner.
 - (e) Instruct the candidate to sign in the attendance book;
 - (f) Instruct the candidate to place all other personal belongings at the front of the room or in a secure location where these may not be accessed during the exam sitting;
 - (g) Ensure that each candidate is correctly seated at the assigned cubical which has the correct exam supporting documents, where required, for the relevant exam type. This is important when different exam types are being sat at the same time;
 - (h) Check that each candidate has only the permitted material for the exam.
 - (i) Permitted documents should be examined hidden unauthorised material or notation; this may be carried out before and during the sitting but ensure that, in the case of the latter, the candidate is not unduly distracted nor interrupted. Check permitted documents e.g. AIP, for falsified pages;
 - (j) Instruct the candidate to acute the ON/OFF switch of any electronic calculator, and perform any other function that enables erasure of any data stored in memory circuits.
 - (k) Advise the candidate(s) that they may read the "Instructions to Candidates" before commencing the examination.
 - (l) Check whether the candidate knows how to use computer base examination system used in CAA if he/she doesn't, then, inform Invigilator examinations so that he can guide the candidate.
 - (m) Advice the candidate how to log in to the examination system utilizing the assigned username and password. In an event where candidates find difficulties in log in inform the same to the examiner.
 - (n) Inform the candidate that the PC should be operated only to perform functions necessary to complete the exam.
 - (o) When all is ready, draw the candidates' attention to the time, advice the finishing time(s) and give a clear instruction to start the examination.

6.3. During the Exam

- (a) No unauthorized person shall be allowed to enter the examination hall.
- (b) Allow only one candidate to visit toilet at any one time.

Note: Candidates have been known to secrete unauthorized material in toilets and view these on visits during the exam period – check the toilet for any such material.

- (c) Ask candidates to leave contents of pockets in invigilators care or ask candidates to reveal pocket contents before exam.
- (d) Invigilator must monitor and control the candidates continuously during the exam. He/ she should:
 1. Ensure a candidate remains seated their assigned place, unless visiting the toilet;
 2. Ensure candidates do NOT talk among themselves or carry out a discussion (on any matter) while in or nearby the exam room;
 3. Not permit any candidate to carryout disruptive activities (eg. Whistling, humming loudly, singing, grumbling, voicing aloud an exam question, tapping on the table). If these activities still continue after an appropriate warning, instruct the candidate to leave the exam room and record the event in the invigilator log book;
 4. Ensure a candidate does NOT use a smart watch, headset, 'Walkman' portable CD players, mobile telephone (particularly for SMS or text messaging), pager, or any communication/electronic device (other than the provided and/or permitted electronic calculator);
 5. Not permit candidates to borrow or share required reference books or any materials (pencils, rulers, erasers, etc.) from other candidates;
 6. If necessary, explain that it is NOT the invigilators responsibility to provide or source material for the candidate that should have been self-supplied;
 7. Ensure that there is be NO communication whatsoever between/among candidates during the exam sessions;
 8. Periodically walk around the room to check that candidates meeting all requirements for fairness and security and are not cheating.
 9. Not hesitate to exercise your authority to expel a candidate from the exam room for misbehaviour, should the situation warrant such action and as invigilator to control the exam sitting.

6.4. On Completion of Exam

- (a) At the end of the exam, when the allowable time has expired or after the candidate has submitted the exam papers and before permitting the candidate to leave their exam station, ensure that:
 - i. Attendance sheet, Supplements Multi-choice Answer Sheets and Essay
 - ii. Papers have been handed over to the invigilator;
 - iii. (Note: The signature is the primary proof of identity; the date is important

in case of appeals)

- (b) All supplied exam documents are retrieved and fully accounted for;
- (c) Details of any matters that made the particular examination different from normal in any way are noted in pencil on the candidate's paper (e.g. Candidate arrived 15 minutes late and examination commenced late)
- (d) When an electronic calculator has been permitted and used, instruct the candidate to actuate the ON/OFF switch of the electronic calculator, and perform any other function that enables erasure of any data stored in memory circuits
- (b) Candidate is logged out from his/her profile that was used to take the examination.

6.5. Circumstances for a Candidate to Vacate Examination Room:

During an exam session, other than in an emergency requiring the evacuation of the room, a candidate may only leave the exam room for following reasons:

- (a) When the exam has been completed – standard procedures apply.
- (b) When visiting the toilet. If this is requested:
- (c) Only one candidate at a time shall be allowed to the toilet. As far as is practical, supervise/escort the candidate and do **not** permit any exam material to be taken out of the exam room;
- (d) Advise the candidate that the allocated time for the exam will continue to run.
- (e) When deciding to prematurely end the sitting.

6.6. Candidate Unwell

If a candidate is unwell the Invigilator should ask whether the candidate wishes to continue the examination or sit afresh at another date. It should be made clear that if the candidate chooses to continue no allowance can be given for the assigned time. If the candidates wish to re-take the same examination the candidates are required to pay the fee applicable to the particular subject and it is counted as a new sitting. If an exam is disturbed due to a technical failure or due to an administrative reason of CAA, a re-sit is may be given free of charge and the interrupted sitting is not counted. In such situation the candidate is required to make an entry in examination record book. Chief of PEL is to note his remarks pertaining to that incident.

6.7. Improper Conduct

If it becomes evident that a candidate is, or has been cheating, the fact that it has been observed should be brought to the attention of the candidate. Unless the Invigilator considers an irregularity to be so serious that it warrants an immediate ending to the examination, the candidate should be told that the matter will be reported and

then allowed to continue if he wishes to do so. A warning should be given that this matter will be considered when the paper is marked.

It is left to the discretion of the Invigilator as to what action to take particularly considering the nature of the improper conduct. Invigilator is to make a note in the attendance sheet. The incident shall be bringing to the notice of Chief of PEL if further action is required.

6.8. Cheating

During an examination, candidates may attempt to acquire information illegally which will be of assistance to them in answering questions. Such attempts may include:

- (a) Openly viewing another candidate's script;
- (b) Talking or whispering;
- (c) Signalling to each other;
- (d) Note on piece of paper or in pencil cases;
- (e) Information deliberately displayed on walls and ceilings;
- (f) Notes written on various parts of the body;
- (g) Notes slipped from one candidate to another;
- (h) Notes left in toilets;
- (i) Covertly recording oral examinations for passing to other candidates;
- (j) Bags containing notes or books left open near the desk;
- (k) Removal of notes of questions from the exam room to pass to other candidates.

6.9. Penalties

Penalties resulting from improper conduct or cheating will be determined by Director General of Civil Aviation Regulation according to the CARs established by CAA.

7. EXAMINATION MANAGEMENT SYSTEM

7.1. Computer Based Examination System

- (a) A computer-based examination system developed and managed by the Vendor is used to conduct knowledge examinations for issuance of FCL and Air Legislation Examination for Licence conversion.
- (b) The Question Bank (QB) will be administered and maintained by the Vendor and will have overall responsibility for the technical contents of the questions. Safe custody of Questions, update/maintain the Question Bank and setting up of Question papers is considered as the sole responsibility of the Vendor as mentioned in the agreement signed by the CAA and the Vendor.
- (c) Examination system which is established at the Examination Centre located at the Civil Aviation Training Centre under the Management of CAA.
- (d) All administrative developments of the examination system are to be recorded on “Examination system record book” which is at the custody of CHIEF OF PEL.
- (e) All feed backs of students pertaining to knowledge examinations are to be recorded in “Feedback book” which is at the custody of CHIEF OF PEL.
- (f) IT Department of CAA is responsible for maintenance, smooth operations of software and hardware of examination management system.

7.2. Setting Up Student Profiles

A student profile to be setup in the examination system after a candidate is applied to take examinations and applicable payment is made by the candidate:

- (a) Candidate is to assign a username which is to be used for all examinations;
- (b) A serial number is to be assigned in the chronological order as per type of pilot examinations that the candidate has applied for (e.g. PPL/A/454);
- (c) A password to be assigned for each individual examination paper and same is to be indicated in the attendance sheet (e.g. Aa18042345#)
- (d) Place Card for Each candidate for each examination to be printed and Examination data base is to be updated when new student profile is created.

7.2.1. Delivering/Releasing an Examination Paper

- (a) Examination papers are to be delivered as per following guide lines followed when delivering an examination paper.
 - I. Correct candidate profile ID to identify by username, and examination Password
 - II. Candidate shall be assigned with role – “Candidate”.
 - III. Correct examination paper is to be delivered to the candidate as per the Place Card.
- (b) Examination paper shall be delivered after confirming that following requirements are satisfied.

- I. Ensure identity of the candidate is verified.
- II. Candidate has signed both examination attendance book /attendance sheet.
- III. Attendee sheet is duly signed both by examiner and candidate.
- IV. Examination record book is duly signed by the invigilator and the examiner.

7.3. Examination Result Sheets

Candidate can view his/her own results after completing an examination paper in computer-based examination system. Result sheet of the examination is provided to each candidate after completing all subjects that are applicable for the issuance of a particular licence. CHIEF OF PEL is authorized to view abstract results from the examination system. A candidate may apply for a result sheet on completion of all subjects or a result sheet that contains subjects that he/she has completed.

Following procedure is to be adopted for the issuance of a result sheet.

- I. Results of individual subjects (print outs) to be obtained from the examination system.
- II. Result sheet is to be recommended by CHIEF OF PEL and to be signed by Director Flight Safety.

7.4. Security of Examination Equipment and Documents

- (a) The master copies of all examination documents are stored in a lockable cabinet under the custody of CHIEF OF PEL. Question Banks, Attendance Sheets, Result Sheets, Special Requests are to be treated as “Confidential Documents”.
- (b) Examination Centre, Server room is out of bounds for unauthorized personnel with strict control of access.

7.5. Appeals

- (a) A candidate may only appeal against the conduct of the examinations and not against the technical content, therefore it is important that the guidelines contained within this procedure are adhered to. It will then be possible for the Authority to address any possible appeal in the most effective manner. The Authority will have to determine whether the examination was properly conducted.
- (b) On receipt of a written appeal, the CAA will:
 - i.) Register particulars pertaining to the appeal
 - ii.) Advise candidate that appeal is received and have been sent for action;
 - iii.) Liaise with relevant Officers regarding the matter
 - IV.) Arrange appeal hearing date and venue.

-----END-----