


Professional and GA e-Services Terms and Conditions

CAP1903F

A large, abstract graphic composed of overlapping, semi-transparent blue shapes in various shades, ranging from light sky blue to deep navy blue. The shapes are layered and curved, creating a sense of depth and movement. The graphic occupies the bottom two-thirds of the page, starting from the left edge and extending towards the right, where it is partially cut off by the page boundary.

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UK Civil Aviation Authority e-Examinations Terms and Conditions

Preamble

The UK Civil Aviation Authority (CAA) operates a strict code of conduct in the administration and delivery of all examinations. e-Examinations are a regulated service that must comply with CAA regulations. Candidates are required to review and abide by the following terms and conditions.

Professional Pilot Licence e-Examinations

Reporting Time and Identification

Please arrive at the examination venue and wait in the designated waiting area as advised by venue staff at least THIRTY MINUTES prior to the start of each examination. You will also be required to prove your identity by producing the photographic identification which must be the same document as stated during your examination registration and as verified by the CAA.

Your identity document will be checked at the time of your examination and the document must be valid (current) at that time. You will not be allowed to sit the examination and you will forfeit your fee if you do not produce this identification document. If you are not the person named in the examination booking confirmation advice slip, you will not be permitted to sit the exam. Failure to attend the scheduled test or late arrival will result in you not being allowed to sit and forfeiture of the full examination fees.

Due to the CAA's regulatory obligations, as part of our examination process the CAA is required to conduct identification checks on all applicants taking the examination. This will involve our staff being satisfied that the identity documents presented match the applicant in person. Candidates will be required to remove any clothing covering their face to enable our staff to satisfy themselves of the applicant's identity. If this applies to you, you will be offered the option of removing any clothing over your face in a private room with a member of staff of the same gender. Any such check will be conducted with sensitivity and you will be permitted to have a chaperone to accompany you. If for any reason we are unable to satisfy ourselves of an applicant's identity, or an applicant refuses to remove any clothing covering their face, that applicant will not be able to take the examination or proceed with their application.

Examination Transfers and Cancellations

Deadlines for cancellations/transfers and closing sessions to further bookings:

- All times and dates for actions are based on the local time zone and calendar days where the examination is being held. Cancellations and transfer timescales are calculated from the session start time
- All venues will be closed for bookings and any amendments in the e-Exams system 72 hours prior to the first day of the examination sitting. A sitting shall be a period of examinations as determined by the CAA

Action	£	Rules	Notes
Transfer Fee	£0.00	After booking and up to 7 calendar days before the session start time	No charge applicable.
	Full loss	Within 7 calendar days of the examination session start time	Payment will be deducted from the fee paid.
Cancellation Fee	£0.00	After booking and up to 7 calendar days before the session start time	Exam fee paid will be held as credit for future bookings or refunded on request

	Full loss	Within 7 calendar days of the examination session start time	Payment will be deducted from the fee paid.
Did Not Attend (DNA)	Full Loss	DNAs are fully chargeable	Please contact the CAA Examinations Administration Team if you have a medical certificate or compassionate reasons for not attending*

*If the candidate is unable to attend the examination due to medical reasons or other reasons which may be considered acceptable to the CAA, the candidate must contact the CAA with a medical certificate or other supporting document(s). This must be received no later than 5 calendar days after the examination date. The CAA has the sole discretion to accept or reject the reason for the absence. If this is accepted the candidate will be rebooked to another session.

Results and Knowledge Deficiency Reporting

Results of examinations are available once the examination sitting is closed by the CAA Administration Team. A 'sitting' shall be a period of examinations as scheduled by the CAA to occur within a working week.

An e-mail notification will be sent to the candidate (and ATO where a membership relationship exists) to advise once the results are available in the candidate's e-Exams TASMAN account. To obtain the result information the candidate must log onto the examination system, via the CAA portal website, and download the result notification. The candidate will receive a separate result notification for each examination they have completed.

Each result notification will provide a statement of the candidate's knowledge deficiency, this report is generated by matching questions failed by the candidate to the published learning objectives from the Syllabus. Candidates whose score is less than 50% will not receive a knowledge deficiency report.

Examination validity periods and pass rules are published in [Part-FCL.025](#)

Examination Rules and Instructions

You are required to observe the **Conduct at Exam Venues** including all Invigilator instructions, The following rules are for you to read prior to arriving at the examination centre. Failure to follow these rules may lead to your disqualification from the examination.

- All examinations are conducted in a secure and invigilated environment. You will be greeted by the Lead Invigilator on the day of sitting.
- All examination desks are equipped with a monitor, keyboard, a mouse and all CAA supplied materials ready for the e-Examinations to commence.
- You must deposit all belongings (coats, headwear and bags) in the area specified by the Invigilator. You are only allowed to bring to the examination room items that are specified in the permitted list of materials. You will have received in your booking confirmation a list of permitted, prohibited and supplied materials for the specific examination subject being sat.
- A verbal briefing will be delivered to all candidates by the Invigilator and you will be asked to read and accept (by signing) the examination conditions presented in an e-Examinations Candidate Login form available on each candidate's designated desk. Your examinations will be invalidated if you fail to sign the login form. The Candidate Login Form carries information such as your Name, Workstation No., Client ID, Login Pin, and instructions to candidates. You may use the reverse side of this form for your rough work. You must return this form to the Invigilator before you leave the examination centre.
- At your assigned workstation, place your identification document on your desk with any other permitted materials for checking by the invigilator.
- You will be instructed by the Invigilator to enter your login details. Do not click the 'start' button until instructed to do so.
- When you have completed your exam, you will be required to raise your hand to attract the attention of the Invigilator who will then finalise the examination to permit you to leave.

NOTE: THE FOLLOWING IS STRICTLY PROHIBITED:

- CANDIDATES USING ANY ITEMS NOT DESCRIBED IN THE PERMITTED OR SUPPLIED MATERIALS LIST.
- ANY MOBILE PHONE, COMMUNICATIONS DEVICE, STORAGE DEVICE, ELECTRONIC OR OTHERWISE.
- ANY VIDEO IMAGING OR AUDIO RECORDING DEVICES.
- THE REMOVAL OF ANY MATERIALS SUPPLIED BY THE CAA.
- ANY ATTEMPT TO REMOVE ANY REFERENCE TO EXAM QUESTIONS, IN ANY FORMAT SUCH AS NOTES ON YOUR HAND, TISSUES ETC. ANYTHING WRITTEN IN THE EXAM ROOM MUST BE ON SUPPLIED PAPER AND SURRENDERED UPON DEPARTURE.

- OFFENSIVE OR AGGRESSIVE BEHAVIOUR TOWARDS CAA STAFF OR ANY CAA CONTRACTORS.

Where permissible under applicable local law CCTV may be used to record the examination for the purposes of ensuring candidates' and invigilators' safety and monitoring the behaviour of candidates.

If you choose to leave the examination room before you have finished your examination, you may be accompanied by an Invigilator. Your allotted examination time will continue to run, and no additional time will be permitted.

FAILURE TO COMPLY WITH EXAMINATION REGULATIONS

Any infringement of examination regulations either by cheating or malpractice will be collectively referred to by the CAA as misconduct. This may result in the candidate being disqualified in any subject that has been taken and barred from further participation in future examinations. If a candidate chooses to ignore any of these regulations, immediate removal from the examination room may be imposed.

GA e-Examinations

Reporting Time and Identification

Present yourself to the exam supervisor/ Invigilator at your confirmed venue at least THIRTY MINUTES (or as agreed with your exam provider) prior to the start of each examination. You will be required to prove your identity by producing the photographic identification which must be the same document as stated during your examination registration and as verified by the CAA.

Your identity document will be checked at the time of your examination and the document must be valid (current) at that time. You will not be allowed to sit the examination if you do not produce this identification document.

Due to the CAA's regulatory obligations, as part of our examination process the CAA is required to conduct identification checks on all applicants taking the examination. This will involve our staff being satisfied that the identity documents presented match the applicant in person. Candidates will be required to remove any clothing covering their face to enable our staff to satisfy themselves of the applicant's identity. If this applies to you, you will be offered the option of removing any clothing over your face in a private room with a member of staff of the same gender. Any such check will be conducted with sensitivity and you will be permitted to have a chaperone to accompany you. If for any reason we are unable to satisfy ourselves of an applicant's identity, or an applicant refuses to remove any clothing covering their face, that applicant will not be able to take the examination or proceed with their application.

If you are not the person named in the examination booking confirmation advice slip, you will not be permitted to sit the exam.

Failure to attend the test at the scheduled time or late arrival may result in you not being allowed to sit the examination at that time.

Examination Availability and Cancellations

After a PPL has been booked the examination is available to be sat at the specified exam centre for 90 days. The specific date and time for the exam to be undertaken will be agreed between the candidate, training organisation and exam supervisor/invigilator.

Cancellations

Action	£	Rules	Notes
Cancellation Fee	£0.00	After booking and up to the 90 th calendar day from booking	Examination fee will be returned to the Training Organisation's Tasman account and held for another booking or refunded
Did Not Sit Exam within 90 days of booking (DNS)	Full Loss	DNSs are fully chargeable. The subject attempt may accrue	Please contact the CAA Examinations Administration Team if you have a medical certificate or compassionate reasons for not sitting within the 90 days*

*If the candidate is unable to attend the examination due to medical reasons or other reasons which may be considered acceptable to the CAA, the candidate must contact the CAA with a medical certificate or other supporting document(s). This must be received no later than 5 calendar

days after the 90th calendar day from booking. The CAA has the sole discretion to accept or reject the reason for the absence. If this is accepted the candidate will be rebooked to another session.

Results and Knowledge Deficiency Reporting

Results of examinations are available once the examination has been completed.

An e-mail notification will be sent to the candidate and Training Organisation to advise once the results are available in the candidate's e-Exams Tasman account. To obtain the result information the candidate must log onto the examination system, via the CAA portal website, and download the result notification. The candidate will receive a separate result notification for each examination they have completed.

Each result notification will provide a statement of the candidate's knowledge deficiency, this report is generated by matching questions failed by the candidate to the published learning objectives from the Syllabus. Candidates whose score is less than 50% will not receive a knowledge deficiency report.

Examination validity periods and pass rules are published in [Part-FCL.025](#), [Part-BFCL.135](#) or [Part-66](#)

Examination Rules and Instructions

You are required to observe the terms and conditions of examinations conduct, including all Exam Supervisor/Invigilator instructions, at all times. Failure to do so will result in sanctions being applied to the candidates for misconduct. The following rules are for you to read prior to arriving at the examination centre. Failure to follow these rules may lead to your disqualification from the examination.

- Any materials supplied during the examination including rough working paper must be returned to the invigilator at the end of the examination before leaving the room. You must not take any notes relating to the exam from the examination room.
- You must follow any instructions from the invigilator, particularly any concerning log on and starting the exam. If you do not follow these instructions, you will be asked to leave the examination.
- Talking or any other unnecessary noise is not allowed in the examination room at any time. If you wish to speak to the invigilator remain seated and raise your hand. Questions about the content of the exam, including meanings or explanations of words used in the exam, will not be answered. Communicating with anyone other than the examination invigilator during the examination is not allowed.
- If you choose to leave the examination room before you have finished your examination, you must be accompanied by an invigilator. Your allotted examination time will continue to run, and no additional time will be permitted.
- Please refer to the list of exam equipment on your booking confirmation as only these materials will be allowed into the examination room.
- Before the commencement of the exam you will be required to agree to the onscreen declaration acknowledging that you will not to be involved in any behaviour considered by the CAA as misconduct and that you have read and understood all relevant exam notices and rules to candidates.

NOTE: THE FOLLOWING IS STRICTLY PROHIBITED:

- CANDIDATES USING ANY ITEMS NOT DESCRIBED IN THE PERMITTED OR SUPPLIED MATERIALS LIST.
- ANY MOBILE PHONE, COMMUNICATIONS DEVICE, STORAGE DEVICE, ELECTRONIC OR OTHERWISE.
- ANY VIDEO IMAGING OR AUDIO RECORDING DEVICES.
- THE REMOVAL OF ANY MATERIALS SUPPLIED BY THE CAA.
- ANY ATTEMPT TO REMOVE ANY REFERENCE TO EXAM QUESTIONS, IN ANY FORMAT SUCH AS NOTES ON YOUR HAND, TISSUES ETC. ANYTHING WRITTEN IN THE EXAM ROOM MUST BE ON SUPPLIED PAPER AND SURRENDERED UPON DEPARTURE.
- OFFENSIVE OR AGGRESSIVE BEHAVIOUR TOWARDS THE EXAM SUPERVISOR/INVIGILATOR, CAA STAFF OR ANY CAA CONTRACTORS.

Where permissible under applicable local law CCTV may be used to record the examination for the purposes of ensuring candidates' and invigilators' safety and monitoring the behaviour of candidates.

FAILURE TO COMPLY WITH EXAMINATION REGULATIONS

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

When starting the examination, the candidate must agree to the Candidate Instructions before the exam will start. In agreeing to the Candidate Instructions, the candidate is agreeing not to be involved in any behaviour considered by the CAA as Malpractice.

Flight Crew Licence (FCL) e-Licensing – Professional Pilots

Data security and retention:

Any personal data provided to the CAA will be handled in accordance with the Privacy Policy.

Please be aware that technical staff working on behalf of the CAA may on an exceptional basis access user submitted data to provide support or to address technical issues associated with your application.

False Representation:

It is an offence under the Air Navigation Order to make, with intent to deceive, any false representation for the purpose of procuring the grant, issue, renewal or variation of any certificate, licence, approval, permission or other document. This offence is punishable on summary conviction by a fine, and on conviction on indictment with a fine or up to two years imprisonment or both.