
INFORMATION CIRCULAR

REQUEST FOR REVIEW OF A CANDIDATE'S FLIGHT CREW EXAMINATIONS

- 1 CAAS revised the examination syllabus and launched the Computer Based Examination (CBE) System for flight crew examinations in December 2012. With the revamp, flight crew examinations are administered and scored electronically by the CBE System. The question bank is developed and maintained by an overseas vendor, and every question is thoroughly and regularly reviewed before being approved by CAAS for use in the examinations. The vendor also administers licensing examinations for other leading aviation authorities.
- 2 Since the rollout of CBE, CAAS has been monitoring the effective implementation of the system, and is satisfied that the examination scoring is robust and accurate. As such, CAAS will now be selective in acceding to requests for review of flight crew examinations. Going forward, such requests will need to include certain information in order for CAAS to process them. Details are provided in the paragraphs below.

Procedure to Request for Review of Examination

- 3 Effect from the date of this Information Circular, candidates may request for review of their examination in the following manner:

(A) Candidates Enrolled in a Training Organisation

Candidates who are currently enrolled in a training organisation should submit their request through their training organisation. If the request is deemed valid by the training organisation, the organisation should write in to the CAAS Examinations Helpdesk (CAAS_PEL_FCL@caas.gov.sg) to request for review.

(B) Private Candidates who are not Enrolled in a Training Organisation

Private candidates who are not enrolled in any training organisation may write directly to the CAAS Examinations Helpdesk (CAAS_PEL_FCL@caas.gov.sg) to request for review.

- 4 All requests for review must be made to CAAS within 3 working days from the date of receipt of the examination results for private candidates, or 5 working days for the consolidated request by the training organisation. Any late request will not be entertained.

Required Information for Review

- 5 The requestor must provide the following information:
 - a) Name of the affected candidate(s)
 - b) Candidate ID(s)
 - c) Examination subject
 - d) Date and Time of the examination session
 - e) Description of the question and the answer which was selected by the candidate(s)
 - f) Supporting reason(s) for the appeal
- 6 The review of the examination questions will normally take 20 working days after receipt of the request. CAAS will inform the requesting private candidate or requesting organisation on the outcome of the review. If the review is successful, candidates should check that his/her examination result has been updated.
- 7 During the period of review, candidates should not register and re-sit the examination subject which is pending review. If not adhered to, it will be deemed that the requestor has retracted the request for the review of the examination, and the results of the latest attempt of the examination subject will be recognised. CAAS will not entertain any requests for refund of the examination fee under such circumstances.
- 8 Candidates may also wish to note that they can provide comments on any question during the examination session through the CBE and need not write in to CAAS after completing the examination. These comments are consolidated periodically to improve the quality of the question bank.
- 9 CAAS reserves the right to not entertain subsequent appeals by candidates or training organisations who have repeatedly appealed without valid grounds.
- 10 Should you have any enquiries, please contact the CAAS Examinations Helpdesk (CAAS_PEL_FCL@caas.gov.sg).