



Australian Government
Civil Aviation Safety Authority

CASA - PEXO

Invigilator & Registrar Handbook

Table of Contents

1. INTRODUCTION	4
2. CASA's Role	5
2.1. Surveillance of venues and the invigilation of exams	5
2.2. Registrar and/or Invigilator engagement	5
2.3. Refusal or revocation of PEXO privileges	5
3. INTRODUCTION FOR REGISTRARS & INVIGILATORS	7
3.1. Roles in PEXO	7
3.1.1. E-Learning	7
3.1.2. Password rules	8
4. Instructions for Invigilators	9
4.1. Available PEXO Features	10
5. Instructions for Registrars	13
5.1. Available PEXO Features	13
5.2. Invigilator and Registrar	16
6. Candidate	17
6.1. Available PEXO Features	17
7. Computer hardware/software & internet requirements	19
7.1. Computer Requirements	19
7.2. Internet access requirements	20
7.3. General Browser settings	20
7.3.1. Internet Explorer settings	21
8. Conducting successful online examinations using PEXO	22
8.1. Preparation of online exams and failure handling	22
8.2. Day before checks	23
8.3. Last minute checks	23
8.4. Restart of an interrupted examination	24
9. Proof of Identity	25
10. Exam pre-qualifications	26
10.1. General	26
10.2. Overseas Licence	26
10.3. List of Pre-qualifications Required	26
11. Exam Materials	28
11.1. General	28
11.1.1. Strict Objectivity	28
11.1.2. Approved Substitution of Reference Documents	28
11.1.3. Standard Allowable Material	28
11.1.4. Navigation Equipment	29
11.1.5. Electronic Calculators for exams	29
11.1.6. Dictionaries and/or English foreign language translators	30

11.2.	Stocks and Supplies.....	30
12.	<i>Situations That Might Arise</i>	31
12.1.	A candidate arrives after the nominated exam start time	31
12.2.	A candidate says they have the wrong exam	31
12.3.	A candidate asks for help interpreting an exam question	31
12.4.	A candidate says that a question is misleading, inaccurate or incomplete	31
12.5.	A candidate leaves the examination room during the exam time	31
12.6.	If you suspect a candidate of cheating during an examination	32
12.7.	If you suspect an individual is impersonating a candidate.....	32
13.	<i>Help and Support</i>	33
13.1.	Hints	33
14.	<i>Suspected misconduct by a candidate</i>	34
14.1.	Guidance to Invigilators	34
14.2.	Invigilators Report	35
14.3.	Candidate’s details and comments	36
15.	<i>Suspected impersonation of a CASA examination candidate</i>	37
15.1.	Guidance to Invigilators	37
15.2.	Invigilator’s Report of the incident.....	38
15.3.	Impersonation Report.....	39

1. INTRODUCTION

Welcome to PEXO (Pilot Examination Office), the online system for the conduct of CASA theory examinations.

PEXO uses the Internet to conduct the business of flight crew exams online. Under this system, you will be the main and possibly the sole, point of contact for exam Candidates, therefore it is essential that you are fully conversant with the Australian flight crew exam structure, the relevant Regulations, the Privacy Act and exam administration functions.

The duties of exam delivery for the PEXO Invigilator and/or Registrar are to:

- ascertain Candidates' eligibility to sit the exam (in some cases, supported by CASA automated checking system online)
- process their applications to sit exams
- provide supporting documents, facilities and equipment
- invigilate the sitting
- issue the KDR
- provide general advice regarding the Australian exam system.

The rest of the process, marking and actual despatch will be automated.

Online exams in PEXO are accessed by connection to the CASA server and connectivity will occur during an examination. In the event of an interruption to the internet connection, the Invigilator will need to log back in each affected Candidate.

The exact time of the sitting will be up to you, the Invigilator and the Candidate(s), provided this is conducted during the permitted hours. At the completion of the exam, the result and mark are displayed to the Candidate. At the end of the examination, a hard copy of the Knowledge Deficiency Report (KDR) (which includes the Result Advice) is to be printed by the Invigilator, signed and given to the Candidate prior to him/her leaving the exam centre.

The invoicing from CASA is only against examinations that have been completed rather than booked. This is handled by CASA finance.

The examination for the Candidate will only be available for the date on which the exam has been booked. Any registrations that have a date in the past will be automatically deleted by the system, requiring the Candidate to re-book, if an exam is still required.

In order for a flying school or training organisation to be able to conduct PEXO exams (PPL and/or PIFR only) the CFI needs to complete and submit [CASA form 1354](#). If an additional PEXO exam Registrar and/or Invigilator is required, they need to complete and submit [CASA form 1355](#).

2. CASA'S ROLE

2.1. Surveillance of venues and the invigilation of exams

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

CASA will also undertake surveillance of the engagement of Registrars and/or Invigilators and the invigilation of exams. The purpose of the surveillance is to ensure that appropriate training has been provided and that examination procedures are carried out correctly and in accordance with this Handbook. This surveillance may include interviewing exam attendees.

Feedback will be provided by CASA after any surveillance is conducted if appropriate.

2.2. Registrar and/or Invigilator engagement

Registrars and/or Invigilators are recruited either directly by Aspeq or recommended by individual flying schools' HOO. All matters regarding remuneration, work conditions and other employment related matters for Registrars/Invigilators are the sole responsibility of Aspeq or the flying school as appropriate.

This Handbook may be downloaded directly from the CASA web site <https://www.casa.gov.au/files/pexohandbookpdf>. All PEXO Registrars and/or Invigilators are not permitted to commence their duties with PEXO until they have:

- read the [PEXO Handbook](#); and
- completed the PEXO e-Learning module in AviationWorx.
Refer to page 7 of this Handbook.

Invigilators **must ensure that all PEXO exams are conducted in accordance** with this Handbook.

2.3. Refusal or revocation of PEXO privileges

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

- a potential 'conflict of interests'; or
- they are applying to be Registrar/Invigilator for a flying school or organisation which already has a number of people registered with CASA in these roles.

CASA has the right to withdraw any authorisation, which may have previously been granted to an individual or organisation, to be a PEXO Registrar, Invigilator or an examination centre. This may occur when:

- CASA has reason to believe that the conduct of exams has not been in accordance with CASA's examination policies; or
- CASA receives information indicating an individual is no longer working with the organisation for which approval was granted; or
- CASA is advised by the organisation that they no longer have confidence in the individual.

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

Important contact details for CASA PEXO (Flight Crew Licence) exams

Telephone numbers of CASA PEXO exam officers:

Toll Free: 1300 737 032 or 131 757

Direct numbers: 02 6217 1665
02 6217 1451

Mobile number: 0434 607 391

(Available 8:00 am to 5:30 pm Canberra time Monday to Friday, excluding Public Holidays only)

Fax number: 02 6217 1450

Email address: FCL.exams@casa.gov.au

Postal address: FCL Exams
Permission Application Centre
CASA
GPO Box 2005
Canberra ACT 2601

Physical address: FCL Exams
Permission Application Centre
CASA
Aviation House
16 Furzer Street
Phillip ACT 2606

3. INTRODUCTION FOR REGISTRARS & INVIGILATORS

3.1. Roles in PEXO

This handbook covers two roles; an “Invigilator” (see section 4) and a “Registrar” (see section 5). Some individuals may be approved for both roles of a Registrar and an Invigilator.

A “**Registrar**” is responsible to make the booking of exams for Candidates.
An “**Invigilator**” is responsible for the supervising of the actual examinations.
A “**Candidate**” is the person actually doing the examination.

In order to be approved as a PEXO Registrar and/or Invigilator, please complete and submit [CASA form 1355](#). If you do not currently have an Aviation Reference Number (ARN), then you will also need to submit CASA form 1162.

3.1.1. E-Learning

E-Learning is a way of delivering training to learners via computers, mostly in the form of interactive demonstrations and simulations.

For the PEXO implementation, e-Learning training has been created for Registrars, Invigilators and Candidates, to access at their workstations to facilitate the learning process, and enable access to PEXO skills and knowledge on-demand.

PEXO e-Learning is comprised of learning simulations which present screen images, information and instructions. The simulations have been designed for people new to the PEXO processes.

There is just one e-Learning module, **Pilot Examination (PEXO) (ONLINE)** and takes approximately 20 minutes to complete.

This module may be accessed through [AviationWorx](#). If you haven't used AviationWorx previously, then you will need to set up an account (no fees, just some very basic details and a password of your choosing) to access these modules.

Once in AviationWorx, use the **Search** feature, and
Enter Keywords: PEXO
Then register for each module you wish to complete.

As you are not familiar with the PEXO software, you should complete this module in order to familiarise yourself with how to use PEXO. It is relatively simple, but it is effective at showing you how to make a booking or to log a Candidate in for their examination. Each module will show the respective process, it also allows you to see what the computer screens in PEXO look like.

3.1.2. Password rules

All users of PEXO, including Registrars, Invigilators and Candidates, will have a unique password. An initial password will be provided to all Registrars and Invigilators by Flight Crew Licensing to enable them to log in to PEXO. CASA recommends that each Registrar/Invigilator change their password to something that they will remember. If you do forget your password, Flight Crew Licensing will be able to provide a new password to you.

The password for Candidates will be automatically generated when the Invigilator prints the "Registration List". The Candidate's password will be different for each exam, even if a Candidate has multiple exams on the same day, each exam will have its own unique password.

Passwords are required to consist of a:

- minimum of 7 characters and
- a combination of each of the following character sets, (i.e. at least one from each of these character sets, in any order, e.g. abd%3TP would be acceptable, whereas abd%3tp would not be accepted as there are no uppercase characters):
 - lowercase characters (a-z), but not i, l or o;
 - uppercase characters (A-Z), but not B, l, or O;
 - digits (2, 3, 4, 5, 6, 7 or 9), i.e. numbers, but not 0, 1 or 8; and
 - Punctuation and special characters (e.g. @ ' # \$ % ^ & * _ ") but not !

Passwords shall be managed according to the following rules:

- normal user passwords shall be changed at least every 90 days
- passwords shall not be predictable (e.g. "password" or "john")
- users may not request password resets on behalf of other users.

CASA shall log your access and usage of the PEXO system.

In the event that you forget your password, FCL is able to issue you with a new one.

4. INSTRUCTIONS FOR INVIGILATORS

Invigilators are persons who:

- Organize and monitor the online examination in the training-centres; and
- Administer CASA flight crew exams properly and fairly in a consistent manner.

Only an authorised Invigilator may supervise an examination. In the event that you are not able to fulfil your role as the Invigilator, you **must not** delegate that responsibility to another person, unless they are an approved Invigilator. If an approved Invigilator is not available for an exam, the exam must be re-booked for a time when an approved Invigilator is available.

The Invigilator **must not** engage in other activities, likely to reduce the standard of their primary task of monitoring the exams, whilst exams are in progress. There must be sufficient Invigilators physically present at all times in the exam room(s) during exam sessions. **At no time, may Candidates be left unsupervised** whilst an exam is in progress. The permitted ratio of Invigilators to Candidates is:

- One Invigilator to a maximum of 10 Candidates.
- If there are two or more exam rooms being used at the same time, the same Invigilator – Candidate ratio applies to each room and each room must have at least one Invigilator present at all times.
- Where there is more than one Invigilator involved, one Invigilator must be responsible for the overall management of the exams session(s).

The Invigilator acts on behalf of CASA to ensure that:

- Each Candidate has an acceptable form of photographic ID prior to commencing any exam; See section 9 on page 25 of this document for details.
- Each Candidate satisfies any exam pre-qualifications. See section 10 on page 26 and the table on page 27 of this document for details.
- Each Candidate only has access to the 'Permitted Material' for the exam being attempted. A comprehensive list of 'Permitted Material' has been included for you. The relevant section is also shown to each Candidate immediately after they press the '**Start**' button for their examination, but before they press the '**Go to examination**' button.
- Ensure that Candidates surrender all 'Not Permitted Material' prior to the commencement of each exam.
- Ensure that each Candidate checks their 'Place card' which **must have** their ARN and correct subject code on it, **prior** to logging into PEXO.
- Resolve administration problems that may arise before, during and immediately after the exam.

At the end of the examination an Invigilator is to:

- Collect and account for all pages of any scribble paper and workbooks, provided to the Candidate prior to the commencement of the exam, and arrange for their destruction or forward them to FCL; and
- Print a hard copy of each Candidate's Knowledge Deficiency Report (KDR) (which includes the Result Advice) which is to be signed (if appropriate), and then given to each Candidate, prior to them leaving the exam centre.

4.1. Available PEXO Features

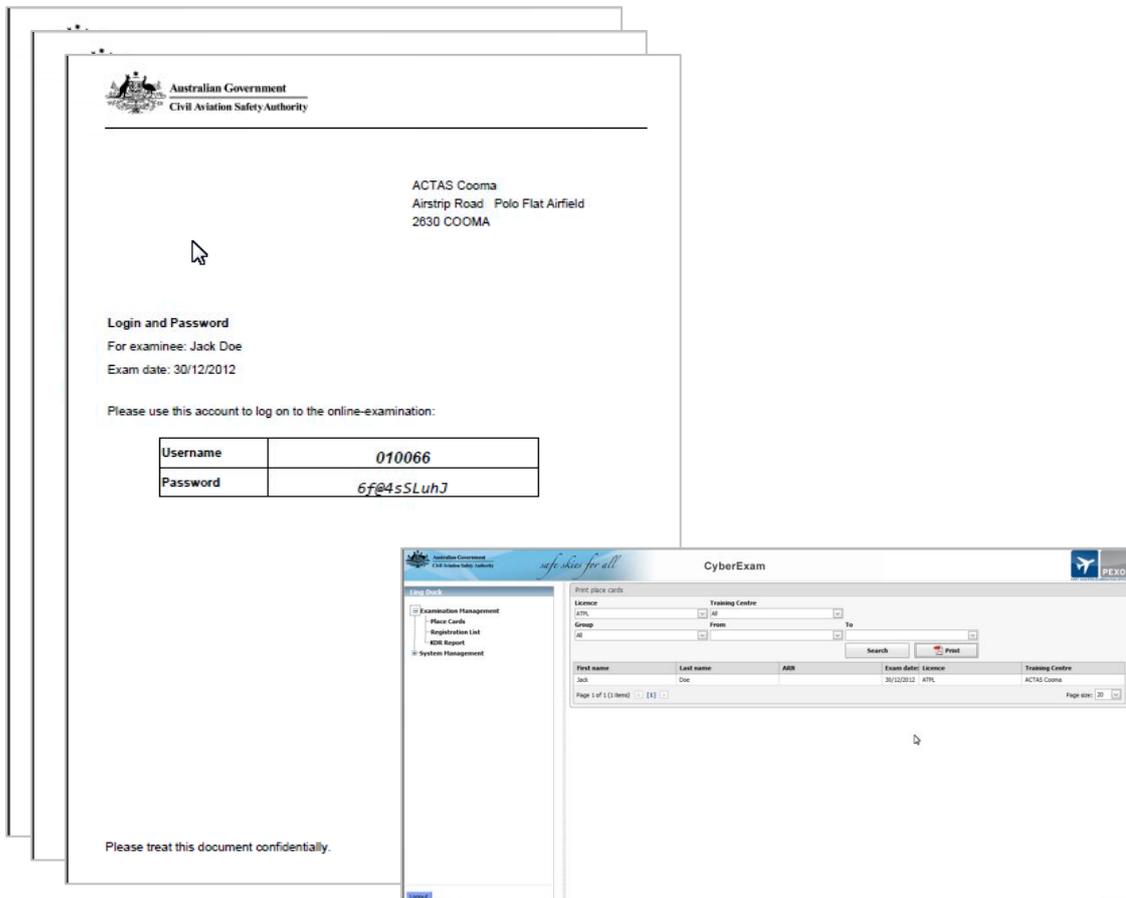
An Invigilator logging on to PEXO shall have the following features available:

- Print place cards – Credentials for the Candidate sitting the exam.
- Registration list – Summary screen listing the details of the Candidate(s) sitting the exam on the day.
- Print KDR – KDR (which includes the Result Advice) for the Candidate.

Print Place Cards

1. Open **Examination Management**.
2. Select **Place Cards**.
3. Select Licence, Training Centre and/or a time window.
4. Press **Print**, if the list shows the correct exam(s).

If more than 1 exam is available, appropriately more place cards are printed in one run.



Registration List

1. Open **Examination Management**.
2. Select **Registration List**.
3. Select **Licence** and/or **Training Centre** and/or a time window (**From...**, **To...**).
4. Press **Print**, if the list shows the correct exam(s).
Use the option **Export Excel** to get an Excel sheet of the registration list.


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Civil Aviation Safety Authority

Registration list					
Login	Password	First Name	Last Name	Exam Date	ARN
010066	6f@4sSLuhJ	Jack	Doe	30/12/2012	010066
010068	WEH4@mY	Harry	Hirsch	30/12/2012	010068

	A	B	C	D	E	F	G	H	I	J
1	Login	Password	FirstName	LastName	ImportKey	Licence	Exam Date	Group	Training Centre	
2	010066	6f@4sSLuhJ	Jack	Doe	010066	ATPL	30/12/2012		ACTAS Cooma	
3	010068	WEH4@mY	Harry	Hirsch	010068	ATPL	30/12/2012		ACTAS Cooma	
4										
5										

Alternative option: Excel Spread sheet

Print KDR Report

1. Open **Examination Management**.
2. Select **KDR Report**, (this includes both the Result Advice and Knowledge Deficiency Report).
3. Select **Candidate** or one or **All Training Centre(s)**.
4. Press **View** at the relevant Candidate's line to generate a PDF.

Knowledge Deficiency Reports

RAKDR for ARN 010067

Judy Doe

N/A

N/A

N/A



Australian Government
Civil Aviation Safety Authority

Civil Aviation Safety Authority
GPO BOX 2005
CANBERRA CITY ACT 2601

ARN: 010067

Flight Crew Examination Result Advice

Sitting Date	Subject	Result
31.07.2013	CLWH	65%

The marks you have achieved for this exam attempt indicate that there are still deficient areas in your aeronautical knowledge. You are advised to study the listed topic areas as you will be tested by the Approved Testing Officer (ATO) on these items.

You are required to present this KDR to the ATO prior to the flight test.

A requirement for proceeding with the flight test is that you must achieve a satisfactory result in the oral examination.

The re-training periods for all pilot theory exams are:

	1st fail of a specific subject examination	2nd fail of that same subject examination	3rd fail of that same subject examination	4th and subsequent fails of that same subject examination
Re-training period	No MINIMUM re-training period specified.	No MINIMUM re-training period specified.	A MINIMUM re-training period of 3 months applies. No exceptions.	Applicant must satisfy CASA that they have completed appropriate training. (See Note)

Note: In order to satisfy CASA that a candidate has completed appropriate training, the candidate will need to send to CASA, attention FCL, proof of completing training from:

1. A theory provider; or
2. For a Private pilot theory exam, either the CFI of the flying school at which they completed the remedial training or a theory provider.

Candidates should realise that a failure in a subject is still counted as a failure, regardless of how long ago it occurred, and will be used for the determination of re-training periods.

WARNING: This document is for information only, and should not be relied on as proof for issuing a flight crew licence.

ISSUED WITHOUT ERASURE OR CORRECTION
Flight Crew Licensing, GPO Box 2005, CANBERRA CITY ACT 2601
Email: cyberexams@casa.gov.au
Telephone: (02) 6217 1665 Facsimile: (02) 6217 1664

ISSUED WITHOUT ERASURE OR CORRECTION

Page 1 of 2

5. INSTRUCTIONS FOR REGISTRARS

Registrars are persons who:

- register a Candidate for an exam booking
- manage (amend or cancel) Candidates' exam bookings.

The Registrar acts on behalf of CASA in assisting the Candidate to:

- check that the required pre-qualifications have been met before applying to sit for an exam (See Section 9 for details)
- inform them of the identity check requirements (See Section 8 for details)
- apply for the exam
- book the facility for the sitting.

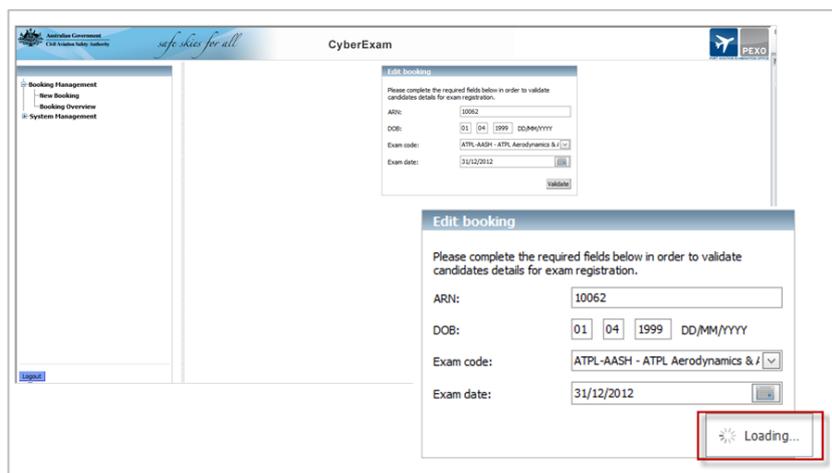
5.1. Available PEXO Features

A Registrar logging on to PEXO shall have the following features available:

- New Booking – Create a new exam booking for a Candidate.
- Booking Overview – Summary screen listing current exam bookings to manage (Amend/Cancel).
- Change their password.

Create a New Booking

1. Click on **New Booking**.
2. Type in the **ARN** of the Candidate.
3. Type in the date of birth (**DOB**) of the Candidate.
4. Select the requested examination (**Exam code**).
5. Press **Validate**.
6. Wait for the response of the server.
7. If the booking is successful select the requested training centres out of the list of available training centres.
8. Press **Confirm**.

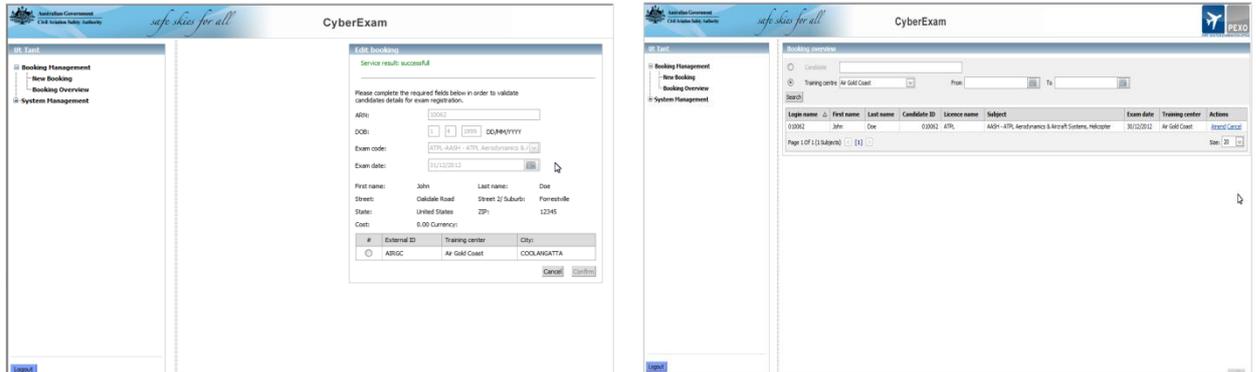


The screenshot displays the CyberExam PEXO interface. On the left, a navigation menu includes 'Booking Management', 'New Booking', 'Booking Overview', and 'System Management'. The main content area shows an 'Edit booking' form with the following fields: ARN (10062), DOB (01/04/1999), Exam code (ATPL-AASH - ATPL Aerodynamics & /), and Exam date (31/12/2012). A 'Validate' button is located below the form. A second, larger 'Edit booking' form is overlaid on the bottom right, containing the same fields and a 'Loading...' indicator in a red box at the bottom right corner.

Successful booking

If the Candidate is eligible to book the exam a green message will appear and additional information of the Candidate and the exam is presented including address details and cost of exam.

After the **Confirm** button has been pressed the booking will be completed and the booking overview window opens with the new entry in the list.



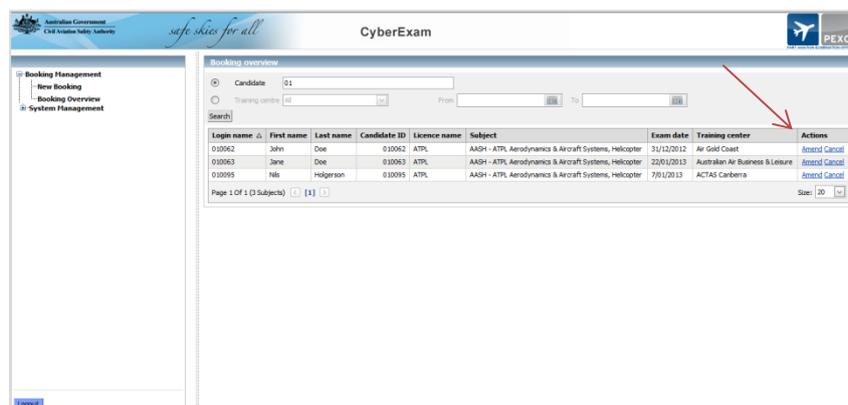
Un-successful booking

Several reasons may cause un-successful bookings. If there are problems of the internet connection or other technical faults messages as follows may appear:

Technical faults	Eligibility check failed
<p>“Error: General failure.”</p> <p>“Error: No access to the web-service.”</p> <p>“Error: Service down or operation failed.”</p> <p>“Error: Service result failed.”</p>	<p>“The candidate is already registered for the examination”</p> <p>“There may be further reasons for the eligibility to fail”</p> <p>“Date of birth mismatch. Date in the data base is different to the date from request”</p>

Amend Bookings

1. Open **Booking Management**.
2. Select **Booking Overview**.
3. Search for the booking which needs to be amended by either...
 - select the **Candidate** option and typing in the ARN, the first name or the surname (part strings are possible) or
 - select the Training-centre option and select the relevant one.
4. Press **Search**.
5. Press **Amend** under **Actions**.



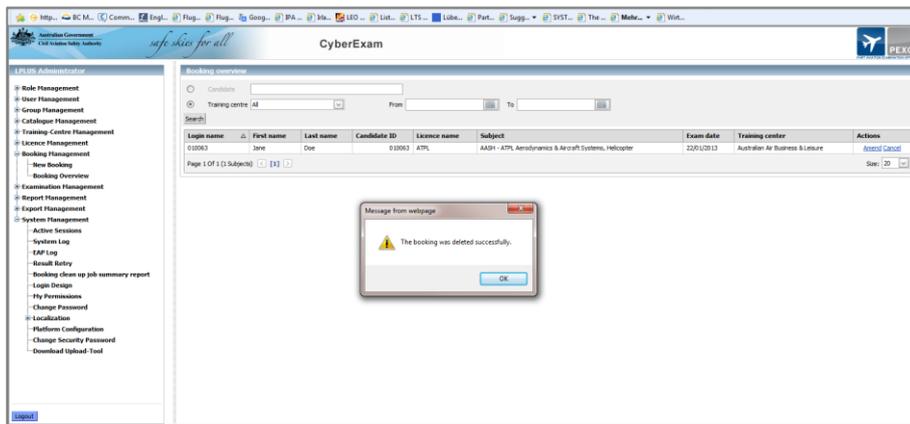
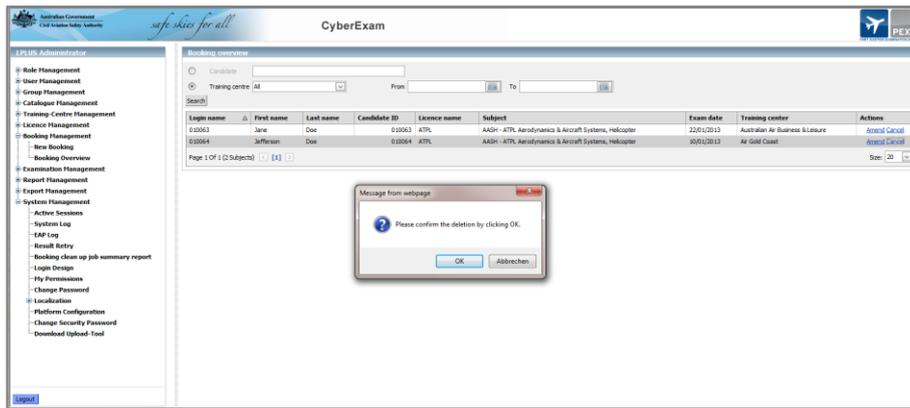
6. The **Edit** window opens.
7. You may change the existing examination date or the training centre.
8. Press **Amend**.

Cancel a booking

1. Open **Booking Management**.
2. Select **Booking Overview**.
3. Search for the booking which needs to be deleted by either...
 - select the **Candidate** option and typing in the ARN, the first name or the surname (part strings are possible) or
 - select the Training-centre option and select the relevant one.
4. Press **Search**.
5. Press **Cancel** under **Actions**.
6. Press **OK** to confirm the deletion.
7. Wait for the success message.

Please note that in case of a poor Internet connection the deletion might take long time (watch for the "Loading" box). You may login again if you don't get a success message after at least 1 minute.





5.2. Invigilator and Registrar

This role shall hold the rights and features described in both sections 4 and 5.

6. CANDIDATE

Candidates are persons who are sitting the exam on the booked date.

6.1. Available PEXO Features

A Candidate successfully logging on to PEXO via the secure browser will be navigated to the following screen sequentially:

Screen 1 – Examination rules

A Candidate must accept the terms and conditions before proceeding to the next screen.

Examination rules

Examination rules

Welcome to CASA CyberExam

ONLY those items on the lists of 'Permitted material' may be brought into and used in an examination. Lists are included on the opening page of each exam to enable you to check these items **BEFORE** you commence an examination for each of the:

Permitted material REQUIRED to be supplied by the candidate; and the
Permitted material to be supplied with the examination; which *MUST BE* returned on completion of examination.

Should you have anything with you that is not included in the list of permitted material, it is your responsibility to bring it to the attention of the exam Supervisor **BEFORE** you commence the examination.

NOT PERMITTED MATERIAL
The following material **MUST NOT** be brought into or used in the exam room. The use of any of these items may result in your exam being terminated and action taken against you.

Material **not permitted** includes, but are not just restricted to:

- Dictionaries of any kind.
- Commercially published or home-made (non-Airservices/Non-CASA) content pages and indexes for CASA Regulations, Orders and the AIP.
- Manuals, publications, text, training books, notes, blank paper or any type of forms except those on the list of permitted material for your specific examination.
- Electronic devices including calculators, pagers, mobile telephones, cameras, video cameras, cassette player, walkman, iPod, MP3 and any such devices, laptops or notebooks, iPad etc.
- Pagers and mobile telephones must be switched OFF and left with the supervisors prior to the commencement of the exam sessions.
- Electronic Flight Planning computer devices.
- Items not mentioned on the list of permitted materials for that subject examination.

WARNING: Candidates are reminded that the examination content (questions and/or answers) and all material provided are only for the sitting of the examination, and must not be copied or taken out of the examination room for study, training or any other purposes. This rule includes all calculations, writings, drawings or scribbling done on the scribble pad provided. Any breach of the rules may give CASA grounds for taking action against the candidate under CAR 298A, which action could lead to the outcome indicated in CAR 298A (5).

All material provided with the exam by the invigilator **MUST BE** returned at the end of the exam. You are NOT permitted to take any of your working paper or notes out of the exam room.

WARNING: As provided under CAR 233(1)(h), on a candidate's own preference, the JEPPESEN AIRWAY MANUAL, may be used as the examination reference in place of Airservices Australia documentation, but if any differences between Airservices Australia and JEPPESEN documents result in the selection of incorrect answer(s), CASA will NOT accept this consequence as a basis for re-mark. Only one set of documents may be used, either Airservices Australia or Jeppesen documents, but NOT both.

I accept Back Continue

Screen 2 – Online Examination Welcome screen

Exams available for sitting on the day will have a 'Start' button enabled.

PEXO - Student Login

Welcome to your Online Examination

Please press the "Start" button to begin!

[Logout](#)

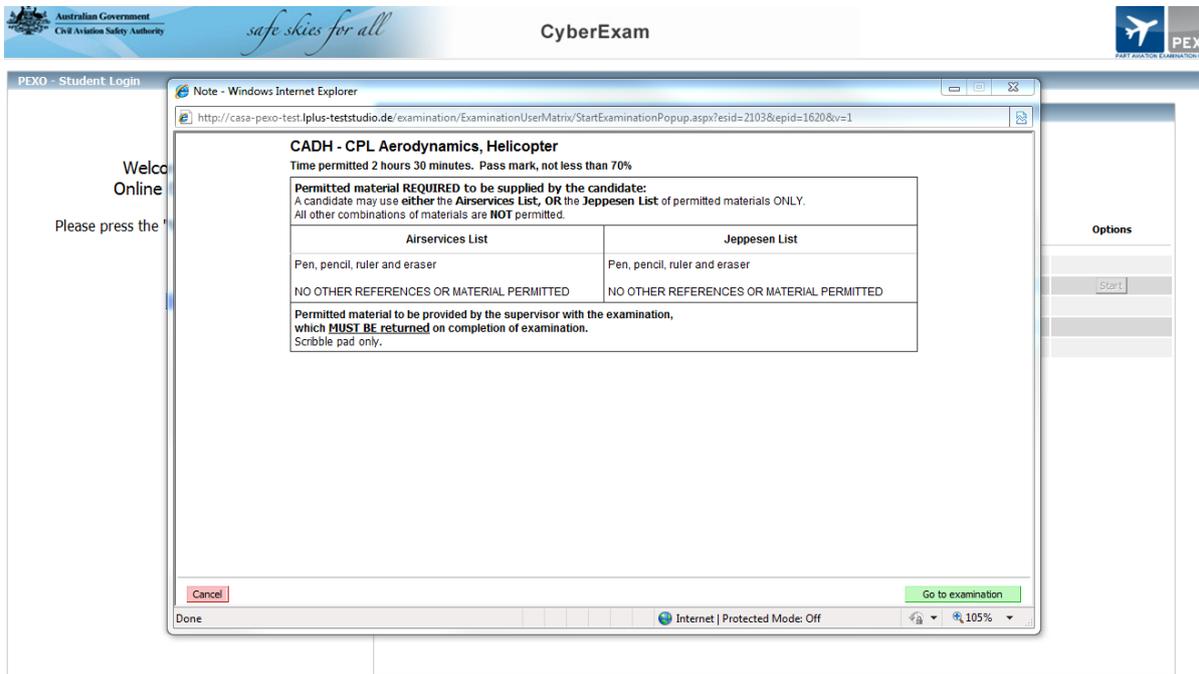
Examination Status
Anne Anderson
010089

See below the current examination status.

Examination	Options
CADA - CPL Aerodynamics, Aeroplane	
CADH - CPL Aerodynamics, Helicopter	
CFPA - CPL Operations, Perf & Fit Pin, Aeroplane	Start
CFPH - CPL Operations, Perf & Fit Pin, Helicopter	
CHUF - CPL Human Factors, Aeroplane & Helicopter	

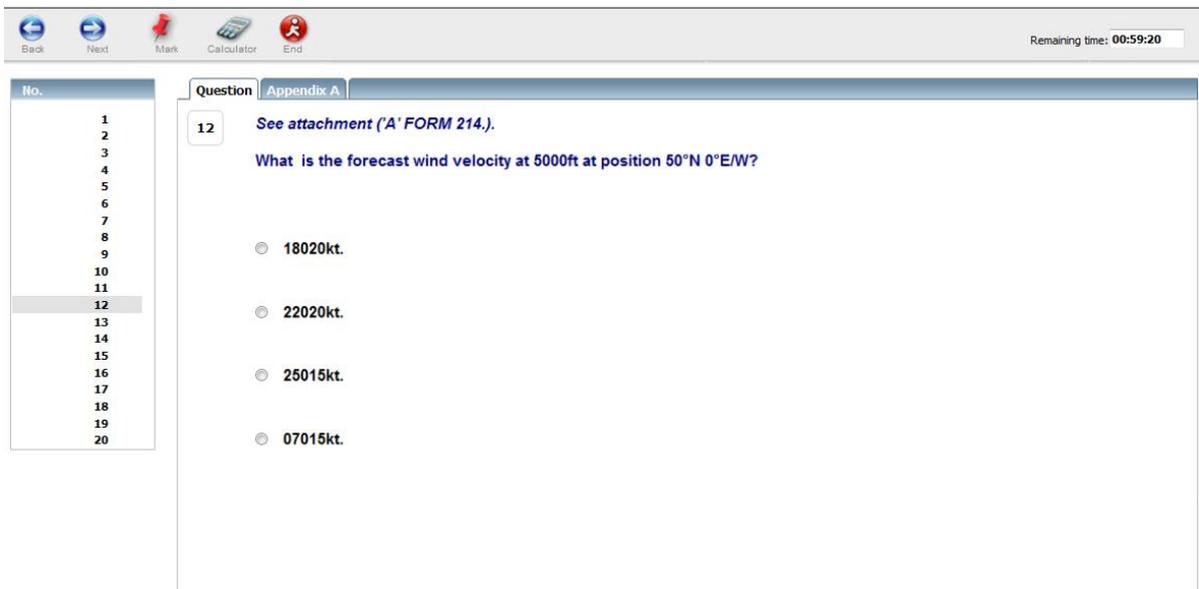
Screen 3 – Examination subject

Once the 'Start' button is clicked, a pop-up message will be displayed to allow the Candidate to confirm starting the exam.



Screen 4 – Examination

Clicking the 'Go to examination' navigates the Candidate to the exam.



7. COMPUTER HARDWARE/SOFTWARE & INTERNET REQUIREMENTS

7.1. Computer Requirements

PEXO requires the following hardware and software:

Operating system:	Microsoft Windows Vista Microsoft Windows 7 or later
Browser:	Internet Explorer, version 9 or later, excluding EDGE PEXO is not compatible with Firefox, EDGE, Chrome or other web browsers PEXO is not compatible with Macintosh computers
Internet Security:	TLS 1.2 must be enabled. To do this: open Internet Explorer, open Tools, select Internet options, select the Advanced tab, then scroll down – the Use TLS 1.2 box must be ticked (other TLS options can remain as they were).
Processor:	min. Pentium III, min. 800Mhz
Memory (RAM):	min. 256MB
Monitor:	Cathode Ray Tube (CRT) min. 17-inch, 1024 * 768 Flat Screen (LCD/ TFT) min. 15-inch, 1024 * 768
Keyboard:	Standard, preferable low noise
Mouse:	Standard, normal sensitivity
Other software:	Adobe Acrobat Reader to enable candidates to see .pdf attachments that will be added into some exam questions. (Please note that the tool bar should be hidden!)
The workspace of the PC desks must be adequate to work with a mouse, keyboard and scribe paper, not less than 1350 mm x 750 mm for each candidate, and a minimum of 1.5 m between the sides of any adjacent monitors.	
No specific hard drive capacity, CD/DVD/disc drives, or printers are necessary.	

Uninterruptable Power Supply (UPS)

Organisations conducting PEXO exams shall have each computer used for the delivery of an examination, powered through an Uninterruptable Power Supply (UPS) for the duration of candidates' examination. The UPS shall have a capacity of not less than 500VA to keep the computer operating for the duration of any short term power failure(s).

Where a desktop computer is used, a UPS is mandatory. Where a separate modem/router is used, the modem/router also must have a UPS meeting the same requirements.

Where the computer being used has its own internal battery, e.g. a laptop, then provided that the battery within the laptop has this capacity and is fully charged prior to the commencement of the examination, this UPS requirement may be satisfied by

that internal battery. The primary source of power for a laptop to be used is mains power for the duration of the exam and the internal battery is only used in the event of a power outage.

7.2. Internet access requirements

To use PEXO, the exam station must have internet access. This is typically carried out in a training centre environment through interconnection with a local network. Normally, all computers in the same room are connected to the exam computer via a router. The transmission rates from the router to the internet server depend on the terms of contract of the location and the provider.

Please check the following terms:

Recommended values are valid for standard aviation exams using MC questions and sometimes pictures/annexes.

Note: These bandwidths should be exclusive available for the examination!

If you cannot comply with these requirements, please contact Flight Crew Licensing (FCL) for further information.

Number of simultaneous exams	Download bandwidth
1-10	DSL 3000 Kbit/sec
11-30	DSL 6000 Kbit/sec
> 30	DSL >16000 Kbit/sec

If possible, avoid unnecessary traffic caused by other users during running online exams.

7.3. General Browser settings

Browser settings are as follows:

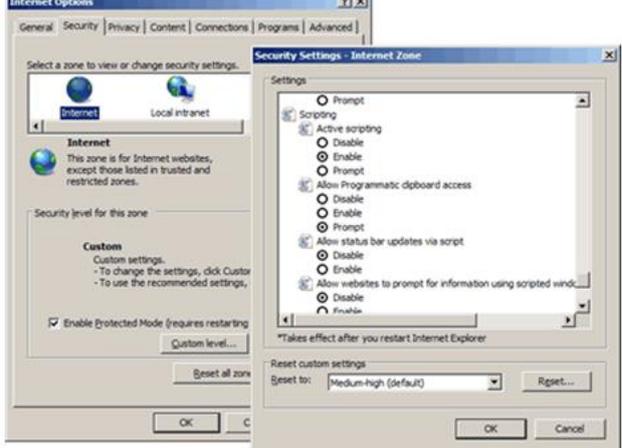
- Pop-up Blocker must be deactivated
- Be aware of additional Pop-up Blockers installed as browser add-ons (i.e. Google-Toolbar, etc.)
- Javascript must be activated
- Session-Cookies must be allowed
- Content-Filter or the like must not interfere with the communication.

7.3.1. Internet Explorer settings

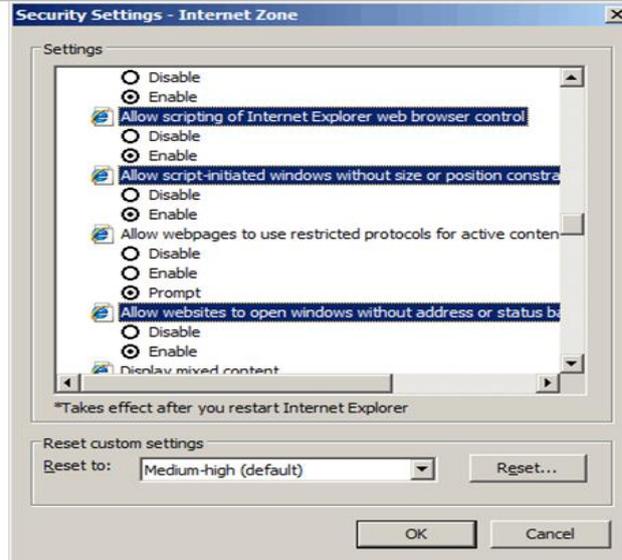
Deactivate Pop-up Blockers:



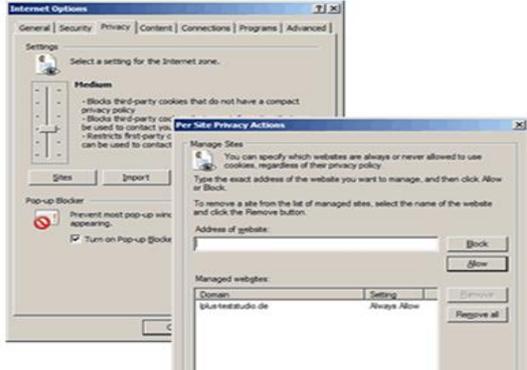
Activate JavaScript:



Activate Fullscreen Display:



Allow Session Cookies:



8. CONDUCTING SUCCESSFUL ONLINE EXAMINATIONS USING PEXO

8.1. Preparation of online exams and failure handling

1	Check the condition of the PC stations (tidiness, keyboard, mouse, monitor, etc.).
2	Check the operability of the PC stations (specifically boot-up and network login).
3	Access the CASA Secure Exams icon on the desktop.
4	<p>Make sure the internet connection is functioning. If a connection is not possible at first, please try again and check your entry data. If unsuccessful, try another computer. If connection from another computer is impossible there must be a failure with the internal network.</p> <p>In this case, phone the CASA on 02 6217 1665 or 0434 607 391</p>
5	Brief the candidates on the principles of the exam.
6	Pass the login data to the candidates.
7	The participants log in is case-sensitive; please remember that the Num Lock-key is activated on all keyboards (numerical entry through ASCII keyboard on the right).
8	<p>The window for the exam selection appears.</p> <p>If it doesn't, please login again (in most cases the login data have been entered incorrectly). If the window for exam selection does not appear, despite correct login data, please phone CASA on 02 6217 1665 or 0434 607 391.</p>
9	<p>If the exam selection appears, start the exam.</p> <p>Please remember that during the exam you cannot stop the time - the program will close the exam automatically if the specified exam period has expired.</p>
10	If, during an examination, a question and or its answer(s) are not displayed correctly on the screen, have the candidate press the 'F5' key to refresh the screen. The question and answers should then be displayed correctly.
11	<p>If, during an examination, a computer experiences serious technical problems, simply switch the computer OFF.</p> <p>Do NOT finish the examination by using the "End" (of exam button) function of PEXO. This would result in that examination being submitted as a complete exam and the result recorded on the candidate's file.</p> <p>Ask the participant to login at another station. The program will recognise the change of computer terminal and will take all previous input (i.e. answers selected) into account when accessed through a new station, including the time remaining.</p> <p>To open the exam again you need to confirm the login of the candidate by your account (login and password). There is no loss of data or time! The candidate will be returned to the same point of their exam, with the answers they previously selected recorded.</p> <p>The candidate is NOT to leave the exam centre during the interruption, except for a toilet break if appropriate.</p>
12	<p>If the internet connection is interrupted on a computer, the participant should first try to refresh the page by pressing the 'F5' key, to continue the examination. If this is unsuccessful login again and continue the exam after the interruption.</p> <p>If the participant experiences repeated connection interruptions, either log the candidate in on another computer or reboot the computer they are using and then login.</p> <p>If internet connection is no longer possible, phone CASA on 02 6217 1665 or 0434 607 391 or email FCL.exams@casa.gov.au</p>
13	If the participants have completed and submitted the exam, they should logout . The exam has now come to an end.

8.2. Day before checks

Checklist for preparation for the PC-supported exams (previous day)		
1	Is the internet connection at the PC/premises available for the time period of the exam?	?
2	Are other users of the internet connection aware of the intended usage, so that there are no unnecessary strains on bandwidth during the time period of the exam?	?
3	Are all automatic updates deactivated?	?
4	Have the technical requirements of the PC and browser settings been checked?	?
5	Have the example exams been taken on a corresponding PC?	?
6	Is the exam server accessible? Access the given URL...	?
7	Does the screen resolution of all PCs correspond to at least 1024 x 768?	?
8	Are the Pop-up Blockers deactivated on all PCs?	?
9	Are the monitors flicker-free and clean?	?
10	Do the keyboards function flawlessly?	?
11	Have the participants completed the e-learning modules for PEXO?	?
12	Is a quiet environment ensured during the time period of the exam?	?
13	Are there enough PC stations?	?
14	Is login data available (Login and Password details) for all participants?	?
15	Is a telephone available?	?

8.3. Last minute checks

Last Minute Check (1 hour before the exam)		
1	Connection check: Is the CASA Secure Exams icon accessible?	?
2	Are the login data of all the participants available, i.e. their 'Place Cards'?	?

8.4. Restart of an interrupted examination

If an examination sitting was interrupted due to technical problems, e.g. loss of internet connection or loss of power to the computer, the Candidate can easily restart the exam on the same or any other computer at that centre on the same day. To verify that the correct Candidate is restarting their exam, it is necessary that an Invigilator confirms the new logon.

NOTE: If an exam is interrupted for any reason, then the Candidate **MUST NOT** leave the exam centre, except for a toilet break if appropriate, in the time between the interruption of their exam and the re-commencement of that same exam. This is due to the fact that they could use this opportunity to determine the answers to questions they know to be in their particular exam.

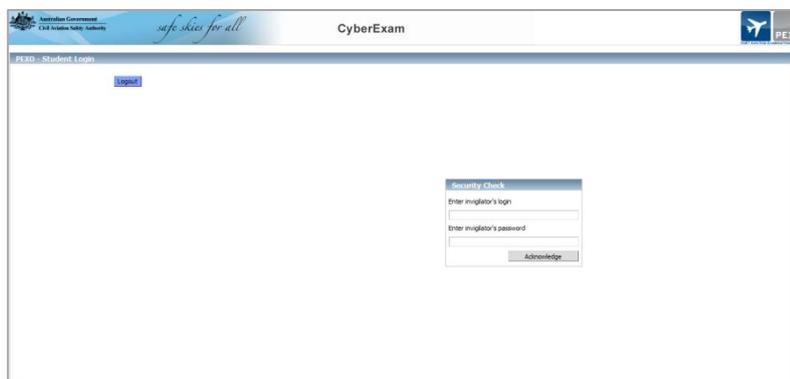
If it is not possible for the Candidate to complete his/her exam on that same day, then a restart on another day is **NOT** possible, and this exam will be an **INCOMPLETE** exam and no result recorded. It is necessary that they re-book the exam for a future date. There is no CASA charge for any incomplete exams.

It is important, that the existing sitting was **not** finished by having pressed and confirmed the red, '**End**' (of examination) button from the examination window.

Workflow to restart an interrupted examination:

1. Start PEXO again, this may be on the same or another computer.
2. Let the student logon again using the same details on the 'Registration List'.
3. PEXO recognizes an interrupted session and will present the **Security Check** dialog for the Invigilators account.
4. Invigilators then verify with their login and password.
5. Press '**Acknowledge**'.

Now the Candidate can continue the exam session without having lost any time or previously selected answers.



9. PROOF OF IDENTITY

The identity of all Candidates **must be confirmed prior to commencing** every CASA exam. If a Candidate does not have their proof of identity, **they must NOT be permitted to commence an exam**. The documents presented must be originals, photocopies of these documents are NOT to be accepted.

CAR 298C
refers

The possibility of impersonation cannot be over-emphasised. Please read CAR 298C carefully. A candidate **must** provide **acceptable photographic ID**. You must also be satisfied that the candidate is identified as the person in the photograph. The term "*acceptable*" implies that you are confident that the document is a valid means of identification. However, this shall be limited to one of the following **valid (not out-of-date, unless otherwise stated)** documents:

- Aviation Security Identity Card (ASIC)
- Aviation Identification (AVID)
- A current Australian Driver's licence
- A current ID of a serving member of the Australian government (State or Federal) public service or statutory body, which must carry either the official Australian Commonwealth or Australian State emblem
- A current ID of a serving member of the Australian (State or Federal) police or Australian military
- A current International Passport
- A current Australian passport
- A 'Proof of Age' or 'Proof of identity' ID issued by the Australian State/Federal Police or an Australian State or local Government shop front.

No other photo ID will be accepted. Photocopies of the above documents or identity documents which have expired, are not accepted as proof of identity. The document presented must be an original and current at the date of the exam.

Other types or forms of photographic ID, such as a commercial/private company, club or school ID are **not** acceptable. Non-photographic ID, such as credit cards, bank cards, Medicare card, etc., are **not** acceptable.

Overseas regulatory authorities which have been authorised to use CASA provided flight crew exams are required to apply their respective national equivalent of acceptable photographic ID for their Candidates.

Overseas Candidates sitting in Australia, who do not possess Australian issued photographic ID (defined above), must provide their current International Passports. Other types of foreign-issued photographic ID, such as foreign driving licences or foreign ID or social service cards, are **not** acceptable as proof of identity for an exam sitting in Australia.

Identification of each candidate must be carried out **before** the exam starts.

If a Candidate is unable to produce the required photographic ID, he/she shall **not** be permitted to undertake the exam sitting.

10. EXAM PRE-QUALIFICATIONS

10.1. General

Pre-qualifications may be either a specified valid licence and/or a specified exam credit. The difference between a **licence** and an **exam credit** must be carefully noted, and that between a **valid*** licence and a licence is equally important. The Table in paragraph 10.3 (on the next page) describes the pre-requisite qualifications.

Where the table in paragraph 10.3 refers to “Full set of seven subject-part” (for either a CPL(A) or CPL(H) theory credit) – this means that the CPL(A) or CPL(H) theory passes for all subject-parts were obtained within a ‘window’ as defined on the CASA web site.

Candidates, who are completing an integrated course, should be aware that additional requirements must be satisfied prior to sitting some examinations. They should check with their HOO prior to booking any examination subject.

If a Candidate has been inadvertently permitted to undertake an exam without satisfying the appropriate prequalification requirement(s), this shall be taken as the Candidate knowingly sat that CASA exam without mandatory pre-requisite qualification. CASA will consider any pass result(s) in the exam(s) undertaken as null and void, and invalidate them.

10.2. Overseas Licence

An overseas licence may be checked and assessed by FCL. Note that only **valid*** overseas **licences** from an ICAO **Contracting State** are automatically recognised by CASA.

‘**valid***’ means the licence does not have a ‘Restricted’, ‘Suspended’, ‘Cancelled’, ‘Void’, ‘No Longer Valid’, or other restricting notice entered by the issuing authority. An expired licence may still be accepted, provided it does not carry such a notification.

Pilots converting a foreign PPL, CPL or ATPL licence to an Australian licence, must bring their identification document(s) (which in most cases will be their foreign passport) to the examination centre.

Overseas **exam credits** are **not** recognised.

10.3. List of Pre-qualifications Required

Each Invigilator **must** verify that each Candidate has satisfied the appropriate pre-qualifications prior to the commencement of each exam. In the event that a Candidate is unable to produce the required pre-qualification to an Invigilator, that Candidate **must NOT** be permitted to commence an examination.

Exam Code	Pre-qualifications Required
RPLA	No 'pre-qualification' required.
RPLH	No 'pre-qualification' required.
RPLN	No 'pre-qualification' required.
PPLA	No 'pre-qualification' required.
PPLH	No 'pre-qualification' required.
CPL(A) and CPL(H) exams including: CNAV, CMET, CHUF, CADA, CSYA, CFPA, CLWA, CADH, CSYH, CFPH and CLWH.	No 'pre-qualification' required.
COSA – Overseas CPL(A) conversion	For an overseas conversion, a valid* foreign CPL(A) or ATPL(A) licence.
COSH – Overseas CPL(H) conversion	For an overseas conversion, a valid* foreign CPL(H) or ATPL(H) licence.
ATPL (A); including AALW, ANAV, AMET, AHUF, APLA, AFPA and AASA	An Australian CPL(A) licence; or Full set of all seven subject-part CPL(A) theory passes; or For an overseas conversion, a valid* foreign ATP(A)L licence.
ATPL (H); including AALW, ANAV, AMET, AHUF, APLH, AFPH and AASH	An Australian CPL(H) licence; or Full set of all seven subject-part CPL(H) theory passes; or For an overseas conversion, a valid* foreign ATPL(H) licence.
AOSA – Overseas ATPL(A) conversion	For an overseas conversion, a valid* foreign ATPL(A) licence.
AOSH – Overseas ATPL(H) conversion	For an overseas conversion, a valid* foreign ATPL(H) licence.
IREX	At least an Australian PPL(A) or PPL(H) licence or higher grade of licence; or A pass in the PPLA or PPLH theory exams; or A pass in all seven CPL(A) or CPL(H) exams; or A pass in all seven ATPL(A) or ATPL(H) exams; or A Certificate of Validation (CoV); or UAV Controller's certificate for UAV controllers.
PIFR	At least a PPL(A) or PPL(H) licence or higher or higher grade of licence.
PIRC	At least an Australian PPL(A) or PPL(H) licence or higher grade of licence; or a Certificate of Validation (CoV).
AGRA	At least an Australian CPL(A) licence or higher grade of Aeroplane licence.
AGRH	At least an Australian CPL(H) licence or higher grade of Helicopter licence.

If you are in doubt, please contact Flight Crew Licensing (FCL) for clarification.

11. EXAM MATERIALS

11.1. General

Most, though not all, exams require some material to enable the Candidate to work out solutions to problems. The materials are divided into two groups:

- **Material supplied with exam:** to be provided by the Invigilator
- **Permissible material for exam:** to be supplied by the Candidate.

In this regard you must ensure two important considerations, that is, that the Candidate:

- receives **in full** what must be provided and
- self-supplies **not more** than what is permitted.

Note: 'Not more' also includes the need to ensure that unauthorised notes/material, etc. are **not** secreted within the permitted documents/material.

11.1.1. *Strict Objectivity*

Should a Candidate request acceptance/approval of an unspecified material, you do **not** need to make any subjective judgement as to what material is acceptable. What is **not** listed as permitted for the exam (in one of the pages of the exam itself, and repeated in the list in the Flight Crew Exam Web page on the CASA Website—www.casa.gov.au) is **not** to be accepted.

Note: The relevant exam page contains the current list of material. Any change by FCL is automatically circulated to Invigilators.

11.1.2. *Approved Substitution of Reference Documents*

The only approved substitute, for the AIP 'complete', is the Jeppesen Airways Manual. However, this permitted substitution must be clearly stated in the exam page (and list).

Commercially produced or home-made Indexes for CASA, Airservices Australia or Jeppesen publications are not permitted.

Note: While aeronautical documents such as the AIP 'complete' may indicate the publisher as Airservices Australia, these may be taken to be, and will be referred to, as CASA publications.

11.1.3. *Standard Allowable Material*

For all subjects, Candidates are permitted to have writing implements; comprising of *two normal pens, 2 pencils, a basic pencil sharpener, an eraser and a ruler*. In

some exams, it may not be even necessary for the Candidate to have any of these, as all exam questions are answered through electronic means. Writing implements are part of the permitted material supplied to each Candidate by the Invigilator for each PEXO exam.

11.1.4. Navigation Equipment

Where navigation equipment is mentioned, these mean:

- Dividers
- Compass
- Protractor
- Ruler
- **Non-electronic** aviation wind triangle and circular slide rule computer (e.g. Jeppesen Sanderson CR or other brands of similar type, with a TMN/TAS conversion facility).

An electronic flight planning/navigation computer is **not** permitted.

11.1.5. Electronic Calculators for exams

Where a calculator is part of the permitted material for an exam, candidates will be permitted to use their own calculator. The calculator permitted is limited to a '**Basic calculator**'. The term '**Basic calculator**' for the purposes of these exams, is defined as one which **only** has:

- the four functions (+, -, x and ÷);
- a square root function ($\sqrt{\quad}$); and
- a single memory; and
- a percentage key (%) is optional.

It must **not be** programmable or an 'aviation computer' capable of doing CAS/TAS/MN conversions or solving of aviation type problems; such as determining ground speeds, required heading, wind components or in-flight winds.

Where a candidate is sitting their exam at an Aspeq venue, Aspeq will maintain their stock of calculators, so in the event of a candidate's own calculator failing, the candidate would be able to borrow a calculator in order to complete their examination.

The following are prohibited:

- Use of electronic calculators incorporating permanent or continuous type memory circuits without erasure capability.
- Use of magnetic cards, magnetic tapes, modules, computer chips or any other device in which pre-written programs or information related to the exams can be stored and retrieved.
- Calculators with a printout function.

If you are unable to determine the calculator's erasure capability, you have the right to, and should deny the Candidate the use of such a personal electronic

calculator. You may offer the Candidate a 'Basic calculator' from the exam centre to enable the exam to take place.

Prior to, and upon completion of the exam, ensure that the Candidate actuates the ON/OFF switch and/or carry out any other function that erases any data stored in a calculator memory circuit.

During the exam, the Candidate is **not** permitted to use any operations booklet or manual of operations containing instructions related to the operation of a calculator or their navigation computer.

Even though PEXO does have a basic calculator that a Candidate may use during their examination, a Candidate is permitted to use their own calculator for exams, provided it satisfies the above conditions.

11.1.6. *Dictionaries and/or English foreign language translators*

Dictionaries and/or English to foreign language translators of any kind are **not** permitted. The exams are written in English, and must be attempted in this language. If a Candidate cannot comprehend a question, or experiences difficulty in doing so, then the Candidate must be deemed as not fully prepared nor trained to sit the Australian CASA flight crew exams.

11.2. *Stocks and Supplies*

As the Invigilator, you are responsible for ensuring that your exam centre has sufficient stocks of all *Material Supplied with the Exam*, that are relevant to exam needs. FCL provides updated lists of what are required on the CASA website at regular intervals. You are required to liaise **directly** with the relevant supplier to obtain these materials.

CASA aeronautical publications are usually obtained from Airservices Australia and some material, e.g. the 'RPL, PPL & CPL (Aeroplane) Workbook' may be downloaded directly from the CASA web site.

12. SITUATIONS THAT MIGHT ARISE

12.1. A candidate arrives after the nominated exam start time

Candidates are informed of the official start time in the confirmation letter/email and they are advised to arrive prior to that time. It is a candidate's responsibility to ensure they allow ample time for delays.

If a candidate does not arrive prior to the nominated start time, they cannot sit the exam. Note their late arrival and advise them that they will need to re-book the exam.

Once the Invigilator has read the "[Mandatory Instructions](#)" the exam has formally commenced. A person who arrives late needs to be ID-checked, have the statement read to them, take their seat and get set up. All of this will cause noise and distraction. It also means the Invigilator is prevented from doing the job they are employed to do – invigilating.

If a candidate is prevented from sitting an exam due to late arrival they may not be eligible for a refund of any supervision fee.

12.2. A candidate says they have the wrong exam

Check their '**Place Card**' to make sure that the:

- ARN on the Place Card is for that particular candidate; and
- The subject on the Place Card matches their confirmation letter/email.

If they still insist they booked for another subject, ring CASA Canberra.

12.3. A candidate asks for help interpreting an exam question

Invigilators are not permitted to assist with interpretation of questions. If a candidate has a problem with a question they should answer the question as it is written as best they can.

12.4. A candidate says that a question is misleading, inaccurate or incomplete

Advise the candidate to answer the question to the best of his/her ability.

12.5. A candidate leaves the examination room during the exam time

Candidates may leave the examination room at any time after the first 90 minutes of the examination to use the bathroom. However, PEXO does not allow any extra time to compensate for absences. Candidates are not permitted to temporarily leave the room for any other reason.

Whenever possible, they should be supervised during their absences.

Only one candidate should only be permitted to leave the room at a time.

12.6. If you suspect a candidate of cheating during an examination

See clauses on **Suspected misconduct by a candidate** on pages 34 – 36 of this document.

12.7. If you suspect an individual is impersonating a candidate

See clauses on **Suspected impersonation of a CASA examination candidate** on pages 37 – 39 of this document.

In the event of either 12.6 or 12.7 above; the Invigilator must:

- Contact Flight Crew Licensing as soon as possible (ph 131 757 or (02) 6217 1451 or (02) 6217 1665), preferably whilst the individual is still at the examination venue; and
- Submit a detailed report to FCL.exams@casa.gov.au or by post to:
FCL @ CASA
GPO Box 2005
Canberra City ACT 2601

13. HELP AND SUPPORT

In the event of difficulties, help and support may be received by:

- Emailing FCL.exams@casa.gov.au or
- By telephone to **02 6217 1665** or **0434 607 391**, telephone support is only available during working hours for the Canberra CASA office.
- E-learning modules – see page 7 of this book.

13.1. Hints

Question/answers fail to display correctly - If a question and/or answer doesn't load correctly onto the screen, e.g. some/all of the text of the question/answer is missing, have the Candidate press the '**F5**' key, this refreshes the screen. The question and answers should then be correctly displayed on the screen. See page 22, item 10.



Script errors – If a script error message appears, simply select **Yes** and continue with the exam. This will have no impact on the Candidate's exam. Even if they select **No**, they will still be able to continue with their exam without any impact.



Loss of internet or computer failures - If internet connection is lost during an examination, or the exam is interrupted for any reason, the Candidate may login again on the same or even a different computer, and resume the exam from the same point (with their answers and time remaining preserved) See page 22, Section 8 and page 24, Section 8.4 for more details.

14. SUSPECTED MISCONDUCT BY A CANDIDATE

14.1. Guidance to Invigilators

This form must be used where there is actual or suspected conduct by a candidate in breach of the 'Examination Rules' for a PEXO examination; the 'Rules of Conduct'; or cheating contrary to **CAR 298A(1)**.

Some examples of such conduct may include:

- engaging in disruptive behaviour;
- reading the examination work of another candidate;
- bringing in or using materials not permitted in an examination (for example, hand written notes or training material);
- sharing or seeking information from other candidates;
- using mobile phones or unauthorised electronic devices during the examination;
- failing to return working/scribble paper at the end of the examination.

When an Invigilator suspects that a candidate has cheated and/or breached the 'Examination Rules' or the 'Rules of Conduct' the Invigilator should:

1. Discreetly approach the candidate and inform him/her of the conduct observed;
2. Request the candidate surrender any 'non-permitted material' to you. If the candidate refuses, you should make a note of his/her response. If the candidate refuses to surrender the material to you, request the candidate's permission to photograph or photocopy the 'non-permitted material'. Again, if the candidate refuses, you should make a note of his/her response.
3. Advise the candidate that, if he/she has not yet finished the examination, he/she may elect to continue the examination noting that CASA will review the circumstances and depending on what subsequent findings are made may invalidate the test result [CASA will review and amend the examination result, where appropriate];
4. Continue to observe the candidate for the remainder of the examination with a view to prevent any further misconduct;
5. Make detailed notes of the incident including all the relevant facts, for example, what you observed, what was said by you and the candidate, details of any other witnesses to the conduct, reference to any other evidence such as photographs and the like. The more detail that is provided the better. Your notes should be provided as part of your report to CASA Flight Crew Licensing (**FCL**);
6. Inform the candidate that a report of the incident will be sent to FCL for review;
7. Request the candidate to provide an account of the incident (as per the attached form) which sets-out his/her version of events. Please note that the suspect is not obliged to do this, however, if the candidate refuses this should be noted in your incident report;
8. Submit all reports, notes and other material collected, including originals/copies of the non-permitted material used by the candidate to FCL as soon as practicable after the incident.

15. SUSPECTED IMPERSONATION OF A CASA EXAMINATION CANDIDATE

15.1. Guidance to Invigilators

This form must be used where an Invigilator has grounds to suspect a person presenting for examination is not the nominated CASA examination candidate or is attempting to impersonate a CASA examination candidate.

Examination candidates are required to present **acceptable photographic identification** to establish a candidate's identity. It is an offence of strict liability for a person to impersonate an examination candidate at a prescribed examination: CAR 298C.

Where an Invigilator reasonably suspects that the person has impersonated, or has attempted to impersonate, an examination candidate the Invigilator should:

1. Telephone FCL as soon as possible, preferably while the suspect is still at the exam centre (ph 131 757 or (02) 6217 1451 or (02) 6217 1665). FCL will contact the appropriate CASA Area Office and send a CASA officer to confirm the identity of the suspect;
2. Make a detailed note of the description of the suspect, including any identifying marks (for example, a tattoo);
3. If the suspect has commenced the examination, wait until it concludes and then request the suspect to provide the following information. Inform the suspect that this is a *Candidate Identity Confirmation* procedure. If the suspect refuses, you should make a detailed note of his/her response:
 - a. Full name _____
 - b. Mother's maiden name _____
 - c. Postal and Home address _____

 - d. Home and work telephone numbers _____
 - e. Date and place of birth _____
 - f. Signature _____
4. Request the suspect give you consent for his/her photograph to be taken. If the suspect refuses, you should make a note of his/her response. If the suspect agrees, take the photograph;
5. Where a CASA officer is unable to arrive at the centre prior to the conclusion of the examination:
 - a. If you are not satisfied that the candidate has established their true identity, inform the candidate of this and further that the matter will be reviewed by CASA; or

