

Frequently Asked Questions Flight Crew & AME Exams

The following information covers the **frequently asked questions** and are grouped into the 3 key stages of **before, during and after an exam**

Before an exam

1. How do I book an exam?

- a. The very first step is to register into our system by clicking the **Register** button here <https://caanz.aspeqexams.com>
- b. Your registration will be verified and approved by our Customer Services staff within one business day.
- c. Once you are registered you are able to commence the exam booking process through the **Log On** tab at the same site for all your subsequent exams.
- d. **AME Oral Exams** – Please note, these exams can only be booked by completing and submitting the **Application for AME Examination Form** at <https://caanz.aspeqexams.com>

2. How is the exam scheduling and frequency determined?

It is based on the known and/or historical demand for the local area. At the busier locations we have permanently established exam venues where exams are available on a regular basis. In the less busy locations we schedule exams fortnightly, monthly or bi-monthly dependant on the local demand – for these areas we hire a local venue and conduct exams on laptops. An overarching requirement for all scheduling is to maximise the candidate numbers of daily exam sessions before opening a new sessions on the same day. Notwithstanding this requirement, we also accept that in some cases, candidates may opt to sit 2 exams in the same day which we need to cater for.

3. Can I get an urgent exam booking or a booking outside of what has been scheduled?

Yes you can; however, this is subject to Invigilator and venue availability and will incur a 'special sitting fee' particularly where you are the only candidate in the exam session. In all cases contact us and we will do our very best to fit you in.

4. Do I get a booking confirmation once I've booked my exam?

Yes, your Exam Booking Confirmation (pdf) is auto emailed to you following your booking and is also available from your log-on at the booking site. You need to carefully read through the booking confirmation as this provides key information regarding:

- the type of personal identification that you are required to present at the exam venue prior to the exam commencing
- the reporting time for your exam
- the exam venue location
- the material that you are permitted to bring into the exam and the material that Aspeq provides for the exam
- our *Code of Conduct* and what's expected of exam candidates

5. Is Aspeq able to recommend the study material that I can use to help prepare for my exam?

Yes we can:

- for both **Flight Crew exams** and **AME exams** this information can be found at their respective tabs in the **Candidate Information** area <https://caanz.aspeqexams.com>

6. Is there a video demonstration of the computer exam delivery system?

Yes there is, under the **Home** column at <https://caanz.aspeqexams.com>

7. What if I am unable to attend my exam?

Up until 5 days before your exam you may cancel or transfer to another date and/or location – a fee will apply for either of these situations. Outside of this timeframe, Aspeq will consider any extenuating circumstances such as medical or compassionate reasons and will request evidence to support this. Where this information is not provided, your exam fee will be forfeited.

8. What if I am running late for my exam?

Contact us immediately, the sooner we hear from you the more chance there is that we can fit you in bearing in mind that the start and finish time for your exam does not change. Note that failure to arrive on time to your exam (30mins prior to start time as stated on your booking confirmation) will in most cases result in non-admittance to the exam and forfeiture of your exam fee.

9. Does Aspeq provide the supporting material for the exam?

Your Exam Booking Confirmation lists the items that you are required to bring to the exam. Aspeq provides pens, pencils and note paper if this is a requirement for the exam.

10. Are all exams delivered via computer?

No, not all the exams. The Flight Crew (excluding Balloon), all AME Basic exams (excluding AME021) and most AME Rating exams are delivered via computer.

11. Am I able to bring a maths calculator to use during my exam?

- It will be stated on your Examination Booking Confirmation notice whether or not a calculator is permitted.

Candidates must ensure their calculators meet the following specifications:

- Are noise free
- Are completely self contained - no access to external power supplies is permitted
- Are non printable
- Are non-programmable
- All memory must be volatile (information stored in the calculator must be erased when the machine is switched off)

The Invigilator will check that your calculator meets the above specifications prior to the examination starting. Calculators which do not comply will not be permitted along with any instruction booklets or related user information leaflets. In all cases, the non-spec calculator or material will be confiscated and returned to the candidate at the completion of the examination.

12. Are there any specifications I need to be aware of with bringing my own Navigation Computer to an exam?

Acceptable navigation computers will be listed on your booking confirmation. Navigation computers with additional information hand-marked on them are not permitted in the examination.

Invigilators will check all computers prior to the commencement of the exam and if additional markings are found, they will be confiscated and returned to the candidate at the completion of the examination.

13. Can I sit a CAA-NZ exam outside of NZ?

Yes, we may have access to exam venues outside of New Zealand and Australia. This will be on a case by case basis and is dependent on Invigilator and venue availability. The Aspeq fee comprises the exam fee (less gst) plus an international support fee. Additional venue costs may also apply which the candidate is required to pay directly to the venue. Refer Clause 4 for the pricing schedule.

During an exam

14. Can I take a break during the exam?

No, breaks are not permitted and this includes toilet breaks.

15. How many exam Invigilators are in the exam room?

We operate on a 1:12 ratio of exam Invigilators to candidates.

16. Can the Invigilator provide assistance if I don't understand any of the exam questions?

No, none whatsoever. The Invigilator may only assist with computer technical issues.

17. Can I have a discussion with another exam candidate during the exam?

No, absolutely not. Once the exam commences the Invigilator is the only person that you may converse with.

After an exam

18. Can I take my exam notes that I made during the exam away with me?

No, absolutely not. The removal, or attempted removal of exam material following an exam is forbidden and any attempt to do so will be reported to the examination regulating body. The exam Invigilator will collect your notes from you which we will destroy.

19. When will my exam results be available?

- **Computer delivered exams** - your results will be available at your exam log-in profile within 24 hours of completing the exam.
- **Paper exams** – allow up to 10 day working days for these results to be available.
- **Oral exams** – the examiner will advise you of your result during the exam debrief.

20. Do I receive an examination Knowledge Deficiency Report?

Exam results of 51% or greater receive a KDR which is part of your Result Notice. The KDR provides the syllabus reference to those questions that were answered incorrectly.

21. Are there any stand-down rules for multiple exam fails?

Yes, in line with the CAA-NZ Rules, a candidate who fails a Flight Crew written examination, or the AME Oral Air Law examination, 3 times within a period of 3 months, may not sit another examination in that subject for a period of 3 months following the date of the last failed examination.

22. Can I appeal my exam result or ask for it to be reviewed?

Yes, an exam review service is available.

Candidates who receive a mark greater than 50% may request a review. The request and fee must be received by Aspeq within 1 month of the exam sitting date. The review is carried out by a subject matter expert who will go-over the questions that were answered incorrectly and check for:

- Relevance to appropriate subject matter
- Technical correctness of the question stem, and answer, and suitability of other options
- The language used, including grammar, syntax, level and style
- Instructions to candidates and any other points which the candidate may have raised

While a review is underway, candidates are advised not to resit the examination until the review has been completed. Candidates need to be aware that your most recent result is your current result, meaning that if the review is successful and exam resit is unsuccessful (Fail), then the most recent result, being the resit, stands.

An exam review will be completed within 10 working days. Candidates will be advised via email or post of the review outcome and your exam results record will be updated to reflect this. Any review that comes back positive for the candidate i.e. an issue is found in one or more of the questions in the candidate's exam, will have the review fee refunded in full.

23. Can I get a copy of my examination questions?

No. The examinations are owned by Aspeq and will not be released as they are Company Intellectual Property. Answer sheets, markings and any recordings also will be withheld, pursuant to section 28(1) of the Privacy Act 2020.