

Contesting of SACAA Flight Crew Examination Outcomes

Of late there has been an increasing trend of unsuccessful candidates contesting the outcome of their examinations. More often than not, such disputes come to the fore when the candidate is close to his/her 18 months' timeframe for clearing all examinations. Outcomes are normally contested on the basis of:

- An original score.
- A re-mark score.
- Of the wording of a particular question/answer.
- A technical or systemic dysfunction

The most frequent reasons put forward are, generally, on the following lines:

- "I am absolutely sure that what I answered was correct. I cannot be wrong."
- "There must be something wrong with the examination system."
- "The same question in 'a' Question Bank shows the answer that I chose as correct."
- "My instructor agrees with me."
- "I have never failed in any examination."

Candidates are requested to bear in mind that:

- In lieu of regulations and our licencing agreement with the database owners, SACAA is neither at liberty to enter into correspondence about examinations, nor to discuss individual questions with candidates. Any reply on behalf of the SACAA is made without prejudice.
- In the event of an error noticed in either a question or an answer, the benefit of doubt is always given to the student, and the examination database is rectified.
- Any matter of a systemic or technical nature is immediately conveyed to our IT Department, as we are continually striving to improve the quality of our service.
- Any comments about examinations are duly noted and scrutinised, and where applicable the suggestion is implemented.
- It is an individual's responsibility to ensure that the duration of a remark process, as well as a possible negative outcome, are catered for and incorporated in the 18 month's timeframe available to clear all examinations.

With immediate effect, candidates who are not satisfied with an outcome are to:

- In the event of a failed examination. Apply for a remark on the prescribed form, along with a proof of payment of the relevant fee, after ensuring that s/he meets the eligibility conditions for a remark.
- In the event of an examination-related query not directly connected to the outcome of a result. Communicate the query to examfeedback@caa.co.za. The matter will be studied and a response emailed to the candidate.

- In the event of an unsuccessful remark application. Lodge an appeal to the SACAA as per the provisions of SACAA CAR 185.04.2.

ALL CANDIDATES ARE TO NOTE THAT NO FACE-TO-FACE OR EMAIL CONTESTATIONS REGARDING AN UNSUCCESSFUL EXAMINATION OR REMARK OUTCOME, SHALL BE ENTERTAINED.