

CHAPTER 25. INSPECT A COMPUTER TESTING CENTER

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODE.

- Operations: 1663

2. OBJECTIVE. To provide guidance on how to determine whether a computer-based airman knowledge testing center, hereafter referred to as computer testing center (CTC), continues to meet the qualifications for original certification. Detailed guidance for this job function is found in Federal Aviation Administration (FAA) Order 8080.6, Conduct of Airman Knowledge Tests, as amended. Order 8080.6 contains guidance to the testing centers on how to attain certification and maintain currency.

3. GENERAL.

A. Background. Computer testing designees (CTD) are designated to administer airman knowledge tests under the authority of Order 8080.6 and Title 49 of the United States Code (49 U.S.C.) section 44702(d). The Airman Testing Standards Branch, AFS-630, approves CTDs when the need arises. To ensure FAA jurisdictional and surveillance oversight, only U.S. companies, schools, universities, or other organizations that meet the requirements of this order may be eligible for designation. Currently, there are two such companies: LaserGrade and Computer Assisted Testing Services (CATS).

B. Definitions.

(1) Computer Testing Manager (CTM). A person selected by the CTD, and approved by AFS-630, to serve as manager of the CTD's testing program.

(2) Testing Center Supervisor (TCS). A person selected by the CTM, and approved by AFS-630, to oversee the administration of airman knowledge tests. The TCS is responsible for the operation of an approved testing center.

(3) Alternate Testing Center Supervisor (ATCS). A person selected and authorized by the CTM, and approved by AFS-630, to serve as TCS for a period not to exceed 90 days.

(4) Test Proctor. A properly trained and qualified individual appointed by a TCS and approved by the CTM to administer airman knowledge tests.

4. INSPECTIONS AND SURVEILLANCE.

A. Inspection. Aviation safety inspectors (ASI) must inspect each CTC base of operations as often as the National Work Program Guidelines (NPG) indicate. The ASI must be familiar with Order 8080.6.

(1) A CTC may be spot-checked any time that performance indicates such a check is desirable.

(2) Inspections of CTCs can consist of the following:

(a) Inspection of a new center.

(b) A reinspection of the testing facilities.

(c) Observation of the CTC administering computerized tests.

(3) If inspection indicates a discrepancy in the CTC's performance, the assigned ASI must immediately contact AFS-630 to coordinate a resolution plan and/or suspension of testing privileges at the subject site. AFS-630 will coordinate resolution of discrepancies with the respective CTM.

B. Surveillance. Surveillance of a CTC may be accomplished in conjunction with another job task, if the CTC is collocated with a Title 14 of the Code of Federal Regulations (14 CFR) part 61, 141, 147 school, or 142 training center.

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SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the regulatory requirements of 14 CFR parts 61, 65, and 91.

B. Coordination. This task requires coordination with AFS-630, and may require coordination with the Regional Flight Standards Division Manager.

2. REFERENCES, FORMS, AND JOB AIDS.

A. References.

- Title 14 CFR parts 1, 61, 65, and 91
- Order 8080.6, Conduct of Airman Knowledge Tests
- Order 8300.10, Airworthiness Inspector's Handbook, volume 3, chapter 19, Inspect a Computer Testing Center
- Computerized Testing Supplements
- Knowledge Test Guides
- Practical Test Standards
- AC 60-11, Test Aids and Materials That May Be Used by Airman Knowledge Testing Applicants
- AC 60-25, Reference Materials and Subject Matter Knowledge Codes for Airman Knowledge Testing
- AC 60-26, Announcement of Availability: Flight Standards Service Airman Training and Testing Information

B. Forms.

- FAA Form 8430-9, Certificate of Authority

C. Job Aids. These job aids are located on the AFS-600 Web site: <http://afs600.faa.gov/AFS630.htm>, at the link "Other Test Info" under AFS-630-Related Links.

- FAA Airman Knowledge Testing Center (Listed as Inspector Job Aid Checklist)
- FAA Airman Knowledge Testing Authorization Requirements Matrix
- FAA Recurrent Training Messages
- FAA Airman Knowledge Testing Center Quality Assurance Inspection Checklist

3. PROCEDURES.

A. Determine the Need for Inspection. Conduct the inspection as a result of any of the following:

- ASI should inspect each CTC as often at least as NPG program guidelines indicate
- Request by AFS-630
- As part of a certification process of a new CTC
- As a result of complaints about the CTC administration of tests
- While accomplishing another surveillance job task of a collocated part 61, 141, 147 school, 142 training center

B. Pre-Inspection Activity. Review the vital information subsystem (VIS) file on the CTC for the following:

- Previous inspection results
- Complaints (disregard complaints about the amount of the fee)
- Any available correspondence between the CTC, AFS-630 and the district office

C. Schedule Appointment. Schedule an appointment for the inspection. If possible, schedule the inspection to occur while tests are being administered. Un-scheduled inspections may also be performed. Review the CTC "times of operation" and note that some centers are "closed campus" centers (this will help in the scheduling of the inspection).

D. Open PTRS Entry.

E. Conduct Inspection. See the FAA Airman Knowledge Testing Center Inspection Checklist available on AFS-600 Web site for guidance. CTC must meet all requirements in the Order 8080.6. These include the following areas:

- Testing Center Facility Requirements
- Testing Center Personnel and Training
- Surveillance and Security Procedures
- Testing Center Daily Log
- Reference and Testing Materials

F. Computer Testing Method.

(1) The computerized test results/reports are available immediately upon completion of the exam.

(2) When an applicant takes a knowledge test, a test report is generated. This report does not contain any FAA form number and does not resemble previous written test results.

(a) Results are issued on plain bond computer printout indicating that it is an FAA knowledge test.

(b) The following will appear on the computerized Airman Knowledge Test Report:

- i. Exam title.
- ii. Exam number.
- iii. Take number.
- iv. Applicant's last name and first initial.
- v. Social Security number or date of birth.
- vi. Date of testing.
- vii. Score(s).
- viii. Results (pass/fail).
- ix. Subject matters codes.
- x. Expiration date.
- xi. "Do Not Lose This Report."

NOTE: See sample illustration of an airman knowledge test report in Order 8080.6, Appendix 1.

(c) An embossed company seal is applied to the test report. The test report is valid only when the embossed seal is on an original copy and should be accepted for testing purposes or certification. Photocopies are not valid for retesting, oral and practical testing, or for the issuance of a certificate.

(d) An applicant may obtain a letter of confirmation or duplicate by contacting the Airman Certification Branch, AFS-760.

G. Identification and Processing of Applicants. The ASI must be aware of these requirements:

(1) Prior to test administration, the proctor must ensure that each applicant provides positive proof of identification, a permanent mailing address, and documentary evidence of age. The identification presented must include a current photograph, signature, and mailing address. This information may be presented in more than one form of identification.

(a) Acceptable forms of photo identification for U.S. citizens and resident aliens include, but are not

limited to, driver's license, government identification cards, passports, alien residency cards, and military identification cards.

(b) Acceptable forms of photo identification for non-U.S. citizens must include a passport, in addition to one or more of the following: driver's license, government identification card, and/or military identification card.

(c) Some applicants may not possess suitable identification as described above. In the case of an applicant under age 21, the applicant's parent or guardian may accompany the applicant and identify themselves as described above. The parent or guardian may then attest to the applicant's identity.

(2) The proctor must not administer a test to an applicant who does not present proper test authorization. By signing the testing center daily log, applicants are certifying that they meet the applicable eligibility requirements contained in Order 8080.6 and the appropriate part of 14 CFR. If applicant eligibility is in doubt, the proctor should confer with the CTM. The CTM may find it necessary to contact AFS-630 for further guidance.

(3) The proctor must make a legible photocopy of any identification and authorization documents presented at the time of applicant processing. These copies must be attached to the applicable daily log.

(4) The testing center must provide a daily log for applicant sign-in and sign-out. The sign-in/sign-out logs must be maintained in an accurate and complete manner, including posting of the "IMPORTANT NOTICE FOR AIRMAN APPLICANTS" at the top of each log sheet. All applicants must be advised to read this notice before signing the log. The log sheet must be formatted to collect the following:

(a) Applicant's printed full legal name.

(b) Full legal signature.

(c) ID number or date of birth.

(d) Type of test.

(e) Date of test.

(f) Time in for each test.

(g) Time out for each test.

(h) Initials of the proctor for each test administered.

(i) Testing center daily logs must be retained for a period of 2 years, along with copies of the ID.

NOTE: Top of each log sheet must contain the following notice:

IMPORTANT NOTICE FOR AIRMAN APPLICANTS

By signing below, you are certifying that you do not already hold a valid, current certificate or rating in the area which you are testing. Furthermore, you are certifying that you are in compliance with the appropriate FAA eligibility requirements; and, if this is a retest, you are also in compliance with the retesting requirements. Failure to meet these requirements may be grounds for enforcement action, which could result in suspension or revocation of any airman certificate or rating. - -

H. Satisfactory Inspection. Upon accomplishing a testing center inspection, the ASI will use the PTRS work activity code to record the inspection, using the comment section of the report to state any concern or discrepancies and place it in the Flight Standards District Office files.

I. Unsatisfactory Inspection.

(1) Advise the proctor/examiner of all the discrepancies noted. Discuss any discrepancies that can be corrected immediately.

(2) The ASI will also notify the TCS of all discrepancies in writing and place a copy in the Flight Standards District Office file.

(3) The ASI must advise AFS-630 of all discrepancies. Either through PTRS on minor discrepancies or if the ASI feels the discrepancy or discrepancies are deserving of emergency action, AFS-630 must be contacted immediately to coordinate a resolution plan and/or suspension of testing privileges at the offending center. **The ASI MUST NOT call LaserGrade or CATS directly.**

(4) Contacts: Airman Knowledge Testing Standards Branch, AFS-630, Airman Knowledge Testing Program Manager, P.O. Box 25082, Oklahoma City, OK 73125

- Airman Knowledge Testing Program Manager - 405-954-5313
- LaserGrade Program Analyst - 405-945-6352
- CATS Program Analyst - 405-954-6744

(5) AFS-630 will coordinate resolution of discrepancies with the respective CTM in accordance with Order 8080.6.

J. Close PTRS.

4. TASK OUTCOMES. Completion of this task will result in one of the following:

- A. Satisfactory Inspection.
- B. Unsatisfactory Inspection.

5. FUTURE ACTIVITIES.

- A. Continued surveillance of the CTC.
- B. Investigation of the CTC in response to a complaint.

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