

Signalling Maintenance Testing Handbook



Exemption Process Document for Competency Testing

Purpose

This document outlines the exemption process to be followed when individuals undergo competency testing. It ensures fair evaluation, adherence to protocols, and provides clarity on the necessary steps for retesting and validation.

Gap Between Tests (Retake Rules)

To maintain the integrity of the testing process, a specified gap must be observed between consecutive attempts. The following rules must be strictly adhered to:

- **First to Second Test Attempt (if failed):**
There should be a minimum of a 24-hour gap between the first and second test attempt to allow adequate time for review and preparation.
- **Second to Third Test Attempt (if failed):**
If the second test is also failed, there must be a mandatory gap of 28 days before a third test attempt. This ensures adequate preparation and improvement in knowledge or skills.

Core Skills Test: Mandatory Questions

- For **Core Skill Test**, it is critical to evaluate key competencies by ensuring that the mandatory questions are answered.
- **Verification of Mandatory Question Responses:**
If a candidate has not answered the mandatory questions, the exam should be marked Incomplete/Fail and the candidate must be informed.

Sending of pin codes for resits

Where a candidate has failed a test for the first time, we need to send new pin codes to be able to resit the tests.

Proctoring and Video Review

- **Video Proctoring Review:**
If there are discrepancies noted in the test (e.g., suspicious behaviours, interruptions), the proctoring video must be reviewed to verify the authenticity of the test session.
- **Identifies and Suspicious Behaviour:**
Any identified behaviour (such as suspicious noises, break event etc.) should trigger an investigation.
- **Confidence Levels and Identifying:**
Even if high confidence levels are reported by the system, each proctoring video will be reviewed manually to ensure accurate assessment and rule out any irregularities.

Exemptions Based on Technical Issues

System Failures:

If there is evidence of a system crash, connectivity loss, or other technical malfunctions during the test, candidates should submit it to the mailbox and an invigilator password would be provided to download the test.

Review

- **Progress Review:**
A progress review can be sent after the second failure to identify areas for improvement and suggest learning paths.

Documentation and Record-Keeping

- **Test Results Documentation:**
All test attempts, exemption requests, and decisions should be documented and stored in the candidate's record for future reference.
- **Retention of Proctoring Data:**
Proctoring videos and test logs can be stored for maximum of 25 days to ensure time for reviews and audits.
**The Inspera Service Desk might be able to produce the videos after 30 days if required.*
- **Misconduct and Breach Consequences:**
Any misconduct, cheating, or failure to comply with test protocols may lead to disqualification from the exam.

Appeals Process

Candidates who feel that their exemption or test outcomes were unfair may appeal the decision within 10 days of taking the tests.