



Training Guide

EXAMS



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Assigning Access Levels

Before users can attempt to manage exams for your organisation they must be assigned the correct access levels. Follow the steps below to assign the access levels:

- Step 1. Select **Operations > People > Personnel**. The **Personnel** screen is displayed.
- Step 2. Filter the **Personnel** screen according to your requirements.
 - Enter filter criteria in the text-box and click [Filter].
 - Select a value from the **Department** drop-down list to view personnel located in a particular department.
 - Select a value from the **Base** drop-down list to view personnel located in a particular base location.
 - Select the **Show In-Active** tick box to include personnel that are no longer active in the system. This includes personnel which have ceased employment with your organisation.
- Step 3. Click [Details] to view detailed personnel information. If you do not have the required access level to view personnel details, a warning is displayed.
- Step 4. Select 'Access Levels' from the **Personnel Profile** pane.
- Step 5. Click [Edit].
- Step 6. Select all the applicable access levels in the '**Exam**' group.

Access Level	Description
Exam Setup > Modify All	Allows users to access the Manage Exams screen. However, access to specific exam and question categories may be limited. Users with this access can create, edit and delete exams and questions for their assigned categories.
Exam Administration > Modify All	Allows users to modify and administer all exam and question categories. It also provides access to assign permissions to specific exam and question categories for personnel with the Exam Setup access level. Users who have this access level also require the Exam Setup > Modify All access level to access the Manage Exam screen.

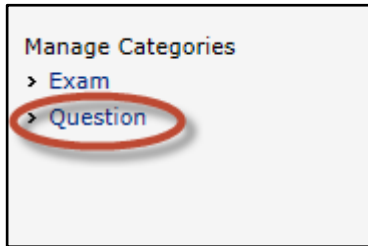
- Step 7. Click [OK].

Managing Exam & Question Categories

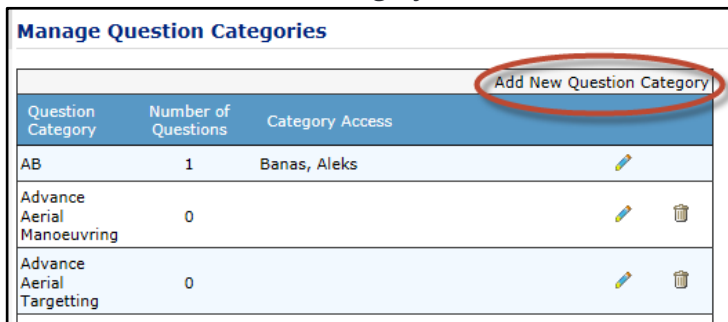
Create a Question Category

Before creating questions in the exam module, you must create a question category. Each question must belong to a question category. Question category names can be edited and deleted (only if no questions are assigned to the category).

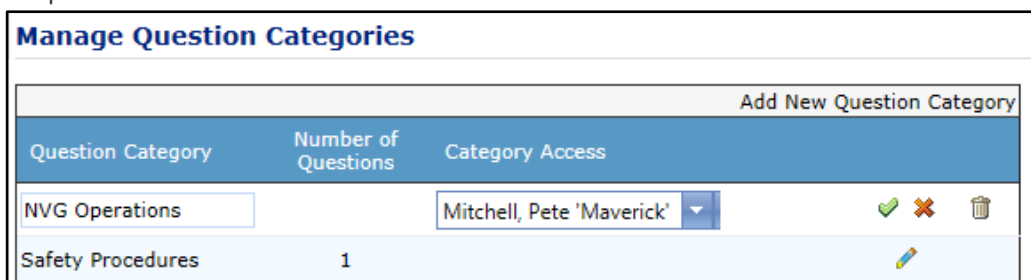
- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Categories > Question** from the left pane. The **Manage Question Categories** screen is displayed.



- Step 3. Click [Add New Question Category].



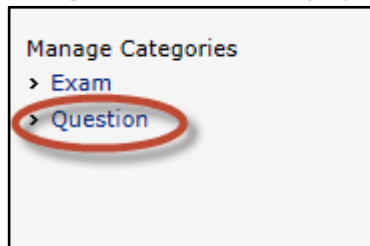
- Step 4. Enter the name of the question category in the **Question Category** text box.
- Step 5. Select the users who have access to this question category from the **Category Access** drop-down list.





- Step 6. Click [✓].

Edit a Question Category

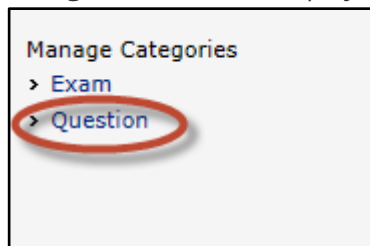
- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Categories > Question** from the left pane. The **Manage Question Categories** screen is displayed.




- Step 3. Click [] for the required question category. The question category is enabled.
- Step 4. Edit the question category and access as required.
- Step 5. Click [].

Delete a Question Category

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Categories > Question** from the left pane. The **Manage Question Categories** screen is displayed.



- Step 3. Click [] for the required question category. The **Remove Question Category** screen is displayed.



You can only delete question categories which do not have any associated questions.

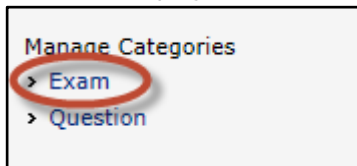
- Step 4. Click [OK]. The **Manage Question Categories** screen is displayed without the deleted question category.

Create an Exam Category

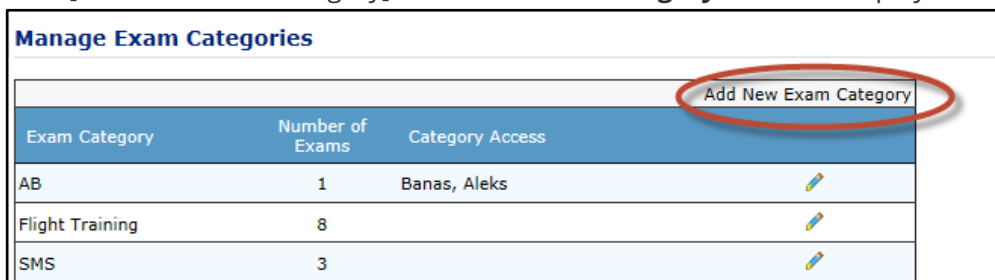
Before creating an exam in the exam module, you must create an exam category. Each exam must belong to an exam category. Exam category names can be edited and deleted (only if no exams are assigned to the category).

Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select **Manage Categories > Exam** from the left pane. The **Manage Exam Categories** screen is displayed.



Step 3. Click [Add New Exam Category]. The **Add Exam Category** screen is displayed.

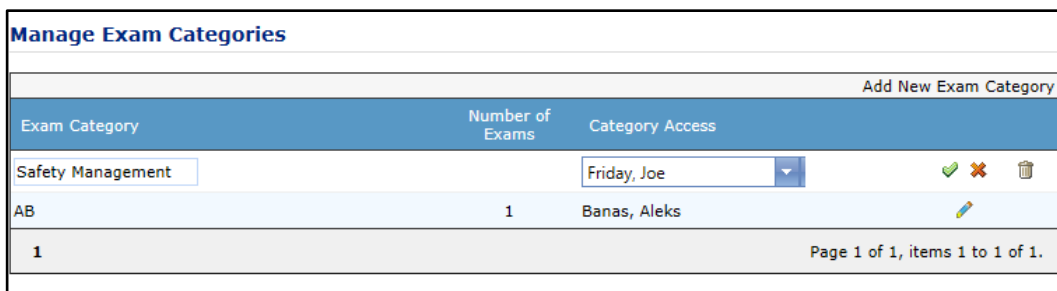


A screenshot of the 'Manage Exam Categories' screen. At the top right, there is a button labeled 'Add New Exam Category' which is circled in red. Below it is a table with the following data:

Exam Category	Number of Exams	Category Access	
AB	1	Banas, Aleks	
Flight Training	8		
SMS	3		

Step 4. Enter the name of the exam category in the text box.

Step 5. Select the users who have access to this exam category from the **Category Access** drop-down list.



A screenshot of the 'Manage Exam Categories' screen showing a new category 'Safety Management' added. The 'Add New Exam Category' button is still visible at the top right. The table now includes the following data:

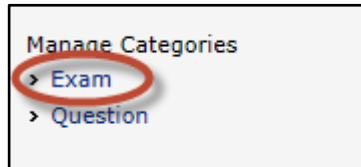
Exam Category	Number of Exams	Category Access	
Safety Management		Friday, Joe	
AB	1	Banas, Aleks	



At the bottom of the screen, it says 'Page 1 of 1, items 1 to 1 of 1.'

Step 6. Click [✓].

Edit an Exam Category

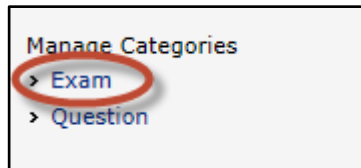
- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Categories > Exam** from the left pane. The **Manage Exam Categories** screen is displayed.




- Step 3. Click [] for the required exam category. The exam category is enabled.
- Step 4. Edit the exam category and access as required.
- Step 5. Click [].

Delete an Exam Category

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Categories > Exam** from the left pane. The **Manage Exam Categories** screen is displayed.



- Step 3. Click [] for the required exam category. The **Remove Exam Category** screen is displayed.



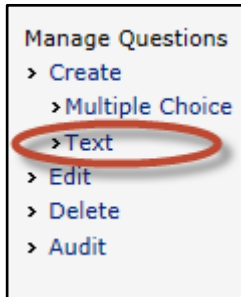
You can only delete exam categories which do not have any associated exams.

- Step 4. Click [OK]. The **Manage Exam Categories** screen is displayed without the deleted exam category.

Creating Exam Questions

Create a Text Question

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Questions > Create > Text** from the left pane. The **Create a new question** screen is displayed.

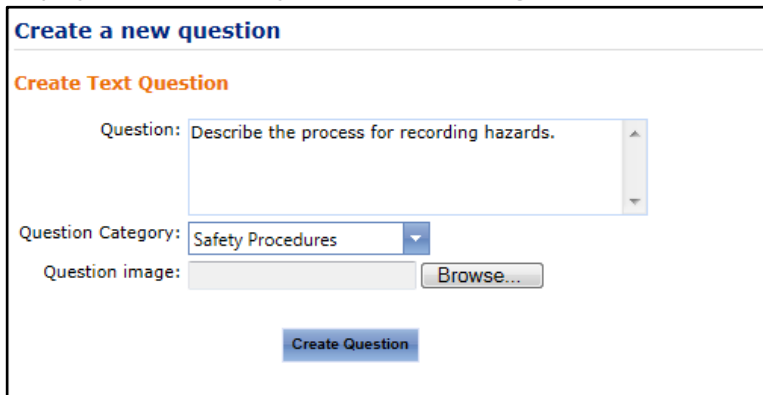


- Step 3. Enter the exam question in the **Question** text box.
- Step 4. Select a question category from the **Question Category** drop-down list.



If you need to add an additional category, refer to the Create a Question Category section in this document.

- Step 5. To associate an image with the question, click [Browse...]. The **Choose-File** dialog box is displayed. Alternatively, if there is no image associated with the question proceed to Step 9.



- Step 6. Browse for and select the required file.
- Step 7. Click [Open]. The **Choose File** dialog box is closed.
- Step 8. Click [Create Question]. The **Text Question Details** pane is displayed.

Step 9. Enter the references associated with the question in the **Reference** text box. For example, this may include references to training guides or operations manuals.

Text Question Details

Question: Describe the process for recording hazards.

Reference: Safety Manual Page 45

Question Category: Safety Procedures

Question image: Browse...

Save Question

Step 10. Click [Save Question]. The confirmation dialog box is displayed.

Step 11. Click [OK].

Step 12. Click [Add] in the **Answers** pane. The **Add Answer** pane is displayed.

Answers

Answer	Reason
No answers exist for this question.	

Add

Step 13. Enter the correct answer in the **Answer** text box.

Answers

Answer	Reason
No answers exist for this question.	

Add Answer

Answer: Login to Air Maestro.
Create a new safety report.
Select Hazard as the safety report type.
Complete the hazard details and submit.

Reason:

Save

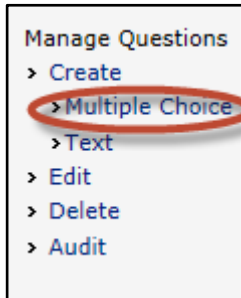
Step 14. Enter the reason for the correct answer in the **Reason** text box.

Step 15. Click [Save].

Create a Multiple Choice Question

Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select **Manage Questions > Create > Multiple Choice** from the left pane. The **Create a new question** screen is displayed.



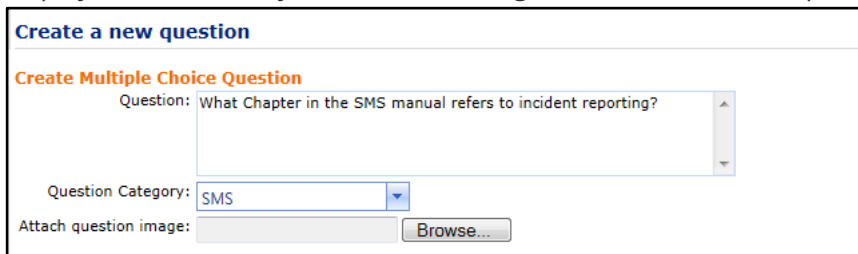
Step 3. Enter the exam question in the **Question** text box.

Step 4. Select a question category from the **Question Category** drop-down list.



If you need to add an additional category, refer to the Create a Question Category section in this document.

Step 5. To associate an image with the question, click [Browse...]. The **Choose-File** dialog box is displayed. Alternatively, if there is no image associated with the question proceed to Step 9.

A screenshot of the 'Create a new question' form. The form has a title 'Create a new question' and a sub-title 'Create Multiple Choice Question'. It contains a text box for the question: 'What Chapter in the SMS manual refers to incident reporting?'. Below the text box is a dropdown menu for 'Question Category' with 'SMS' selected. At the bottom, there is a label 'Attach question image:' followed by a text input field and a 'Browse...' button.

Step 6. Browse for and select the required file.

Step 7. Click [Open]. The **Choose File** dialog box is closed.

Step 8. Enter the multiple choice answers in the **Answer** column of the **Add Answers** table.

Step 9. Enter the reason for the correct answer in the **Reason** text box.

Step 10. Select the tick box corresponding with the correct answer. You can select multiple correct answers.

Add Answers
Enter answers for this question below. Leave unused answers empty.

Answer	Reason	Correct
Chapter 5.		<input checked="" type="checkbox"/>
Chapter 12		<input type="checkbox"/>
Chapter 2		<input type="checkbox"/>
		<input type="checkbox"/>

Create Question

Step 11. Click [Create Question]. The **Edit Question Details** pane is displayed.

Step 12. Enter the references associated with the question in the **Reference** text box. For example, this may include references to training guides or operations manuals.

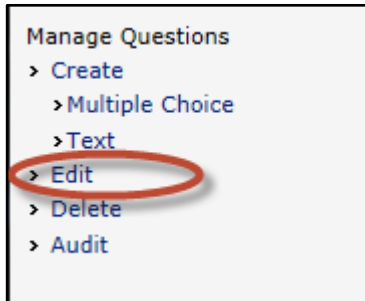
Step 13. Click [Save Question Details]. The confirmation dialog box is displayed.

Step 14. Click [OK].

Managing Exam Questions

Edit an Exam Question

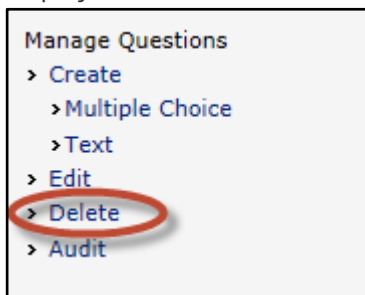
- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Questions > Edit** from the left pane. The **Edit Question** screen is displayed.



- Step 3. Click [View Questions] for the required category.
- Step 4. Filter the list of questions to find the required question.
- Step 5. Click [✎] for the required question. The question details are displayed.
- Step 6. Edit the question as required.
- Step 7. Click [Save Question].
- Step 8. Click [Back to Edit Question Summary].

Delete an Exam Question

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Manage Questions > Delete** from the left pane. The **Delete Question** screen is displayed.

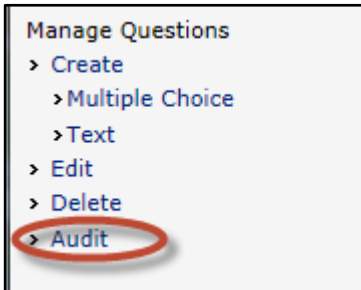


- Step 3. Click [View Questions] for the required category.
- Step 4. Filter the list of questions to find the required question.
- Step 5. Click [🗑️]. A confirmation screen is displayed.
- Step 6. Click [OK].

Audit an Exam Question

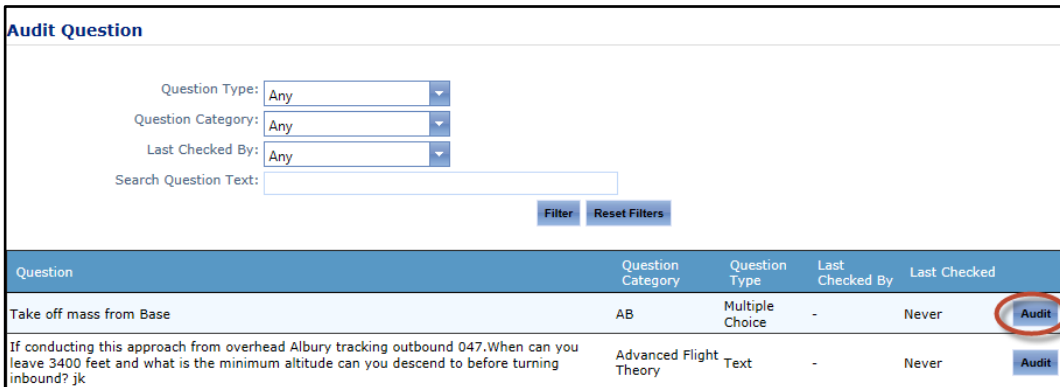
Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select **Manage Questions > Audit** from the left pane. The **Audit Question** screen is displayed.



Step 3. Sort the list of questions to find the required question.

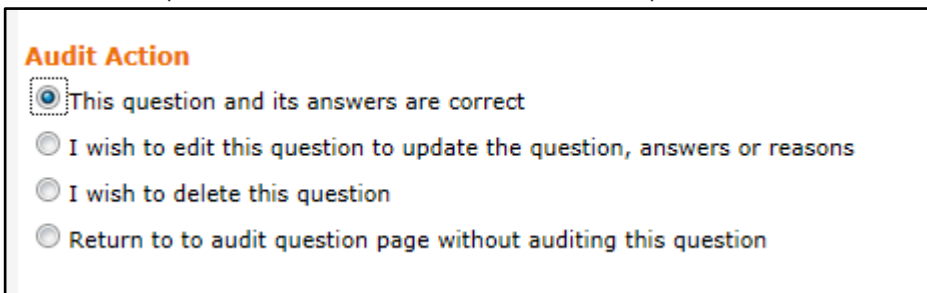
Step 4. Click [Audit] for the required question. A detailed view of the question is displayed.



The screenshot shows the "Audit Question" screen. It has filter dropdowns for Question Type (Any), Question Category (Any), and Last Checked By (Any), along with a search text field. Below the filters are "Filter" and "Reset Filters" buttons. A table lists questions with columns for Question, Question Category, Question Type, Last Checked By, and Last Checked. Two questions are listed, each with an "Audit" button circled in red.

Question	Question Category	Question Type	Last Checked By	Last Checked	
Take off mass from Base	AB	Multiple Choice	-	Never	Audit
If conducting this approach from overhead Albury tracking outbound 047. When can you leave 3400 feet and what is the minimum altitude can you descend to before turning inbound? jk	Advanced Flight Theory	Text	-	Never	Audit

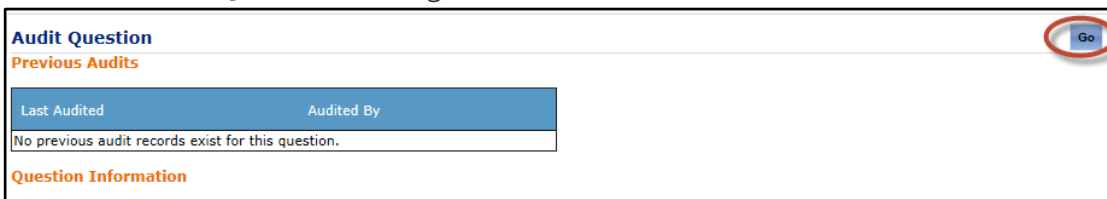
Step 5. Select the required audit action in the **Audit Action** pane.



The screenshot shows the "Audit Action" pane with four radio button options. The first option, "This question and its answers are correct", is selected.

- This question and its answers are correct
- I wish to edit this question to update the question, answers or reasons
- I wish to delete this question
- Return to to audit question page without auditing this question

Step 6. Click [Go]. If you select the delete or edit option, a new screen is displayed. For more information about deleting or editing questions, refer to **Edit an Exam Question** and **Delete an Exam Question** in this guide.

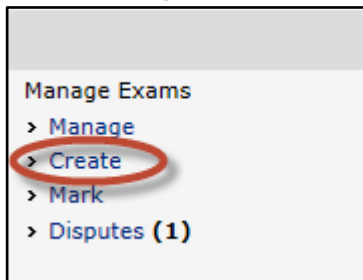


The screenshot shows the "Audit Question" screen with a "Go" button circled in red. Below the "Go" button is a table for "Previous Audits" with columns for Last Audited and Audited By. The table contains the text "No previous audit records exist for this question." Below the table is a section for "Question Information".

Creating a New Exam

Before creating an exam, you must ensure that exam and question categories have been setup. Additionally, you must ensure that sufficient questions have been created.

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
 Step 2. Select **Manage Exams > Create** from the left pane. The **Create Exam** screen is displayed.



- Step 3. Complete the fields on the **Exam Settings** pane as per below.

 A screenshot of the "Create Exam" wizard. It shows a "Welcome" message and an "Exam Settings" section with the following fields:

- Exam Name: SMS Review
- Description: Review SMS Practices.
- Exam Category: SMS (dropdown menu)
- Exam Marker: --Select Exam Markers-- (dropdown menu)
- Pass Rate: 80 %

Field	Description
Exam Name	Enter the name of the exam in the Exam Name text box.
Description	Enter a description of the exam in the Description text box.
Exam Category	Select an exam category from the Exam Category drop-down list. If you need to add an additional category, refer to Create an Exam Category in this document.
Exam Marker	Select the exam marker/s of the exam from the Exam Marker drop-down list.
Pass Rate	Enter the pass rate for the exam in the Pass Rate text box.

- Step 4. Attach any supporting documentation for the exam in the **Add Support Documents** to the **Exam** pane. These documents are displayed to the examinee before the first question in the exam.
 Step 5. Attach any relevant recency item/s for the exam in the **Add Recency** to the **Exam** pane. The recency item/s selected is automatically updated with the exam submitted or mark date when the examinee successfully completes the exam. Should the examinee fail the exam, the selected recency item/s is not updated.
 Step 6. Click [Next].

Step 7. Select whether you have random questions to assign to the exam. If you select **'Yes'** you must specify the question categories from which you want to extract questions and the total number of questions required. If you select **'No'** proceed with **Step 11**.

Create Exam

Select random questions?
Would you like to select random questions from question categories to add to this exam?

Yes

No

Step 8. Click [Next].

Step 9. Enter the number of random questions required from each category in the **Number of Questions** field.

Step 10. Click [Next].

Step 11. Select the required question category from the **Select Category** drop-down list. All the questions contained in that category are displayed.

Step 12. Click [Select all in category] to select all the questions in the category. Alternatively, to select individual questions, click [No] for the required question(s).

Step 13. Repeat **Steps 11-12** to add questions from other categories to the exam.

Step 14. Click [Next]. The **Create Exam Summary** pane is displayed.

Step 15. Click [Preview Exam]. A preview of the exam is displayed.

Step 16. Click [Assign Personnel to Exam]. The **Assign Personnel to Exam** screen is displayed.

Step 17. Select the required base/department from the **Select department members** drop-down list.



Step 18. Click [Select]. All the personnel contained in that base/department are selected.



Step 19. To select additional personnel, click [No] for the required personnel. To unselect personnel, click [Yes] for the required personnel.

Step 20. Click [Assign Personnel]. The personnel assigned to the exam are displayed.

Step 21. Select the time period personnel have to complete the exam.

Personnel to assign:
Aleks Banas
Robert Bell
Sam Bennet

Exam Open:
22/04/2013 4:10 PM  

Exam Close:
29/04/2013 4:10 PM  

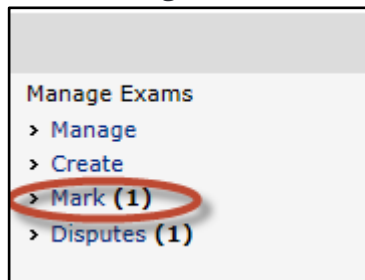
Step 22. Click [Add personnel to exam]. Personnel are notified of the exam via an alert in Air Maestro and email.

Marking Exams

When the allocated time to complete the exam elapses or the examinee submits the exam, examiners are notified that the exam is ready to be marked in the **Alerts** screen in Air Maestro®. The examiner must review the exam and mark it. The marking process varies depending on whether the exam contains multiple choice or text questions.

Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select **Manage Exams > Mark** from the left pane. The **Mark Exam** screen is displayed.



Step 3. Click [Mark] for the required exam. The **Exam Information** screen is displayed.

Step 4. If this is a multiple choice exam, click [Mark Exam]. The exam is automatically marked and the results are displayed.

Alternatively, if this exam contains short answer questions, read the answer and select whether the answer is correct or incorrect. Once you finished reviewing all the answers, click [Mark Exam]. The confirmation screen and the results are displayed.

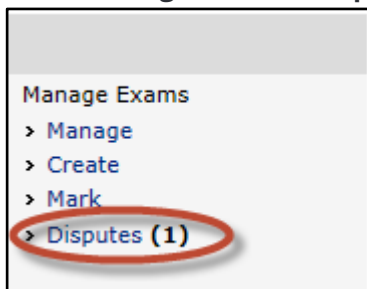
Marking Exams

If examinees are unsatisfied with an exam answer, they have the option to lodge a dispute. Examiners are notified of disputes in the **Alerts** screen in Air Maestro®. The examiner must review the dispute and respond with an explanation and action. The actions include:

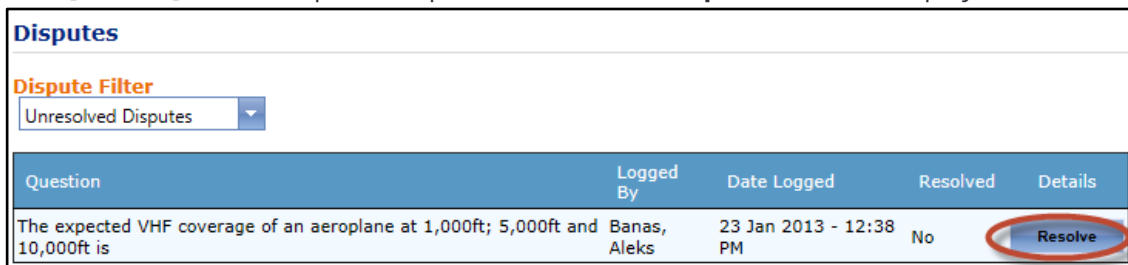
- Confirm answer as correct and set dispute as resolved
- Confirm answer as incorrect and set dispute as resolved
- Confirm answer as correct, edit question and set dispute as resolved
- Confirm answer as incorrect, edit question and set dispute as resolved
- Leave dispute as unresolved and return to the disputes page

Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select **Manage Exams > Disputes** from the left pane. The **Disputes** screen is displayed.



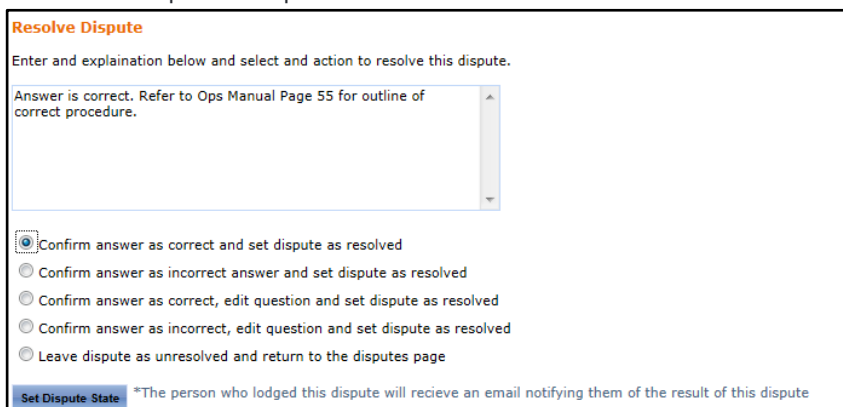
Step 3. Click [Resolve] for the required dispute. The **Resolve Dispute** screen is displayed.



Question	Logged By	Date Logged	Resolved	Details
The expected VHF coverage of an aeroplane at 1,000ft; 5,000ft and 10,000ft is	Banas, Aleks	23 Jan 2013 - 12:38 PM	No	Resolve

Step 4. Enter an explanation for the answer and your resolution in the text box.

Step 5. Select the required dispute resolution action.



Resolve Dispute

Enter an explanation below and select an action to resolve this dispute.

Answer is correct. Refer to Ops Manual Page 55 for outline of correct procedure.

Confirm answer as correct and set dispute as resolved

Confirm answer as incorrect answer and set dispute as resolved

Confirm answer as correct, edit question and set dispute as resolved

Confirm answer as incorrect, edit question and set dispute as resolved

Leave dispute as unresolved and return to the disputes page

Set Dispute State *The person who lodged this dispute will receive an email notifying them of the result of this dispute

Step 6. Click [Set Dispute State]. The **Disputes** screen is displayed.

Reviewing Exam Results

Air Maestro provides examiners with access to statistical data which allows them to trend results for questions, categories, exams and examinees.

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Select **Results Summary** followed by the applicable option from the left pane. The options include:

Field	Description
Exam	Review and compare results for individuals for each exam.
Question	Review results for individual exam questions.
Personnel	Review results for selected individuals.
Overall	Review and compare results by question category for multiple exams.

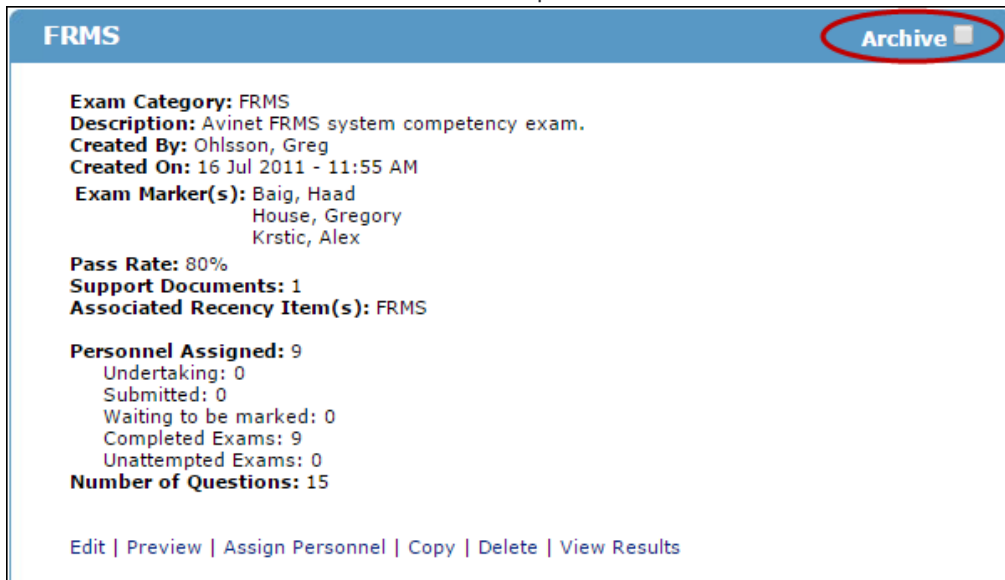
- Step 3. Select the applicable filter options on the screen. For example, if you select the **'exam'** option, you must select the required exam from the drop-down list.

Archiving Exams

Air Maestro provides exam administrators with the ability to archive redundant exams. An archived exam is not displayed on the manage exams screen, but is still accessible and modifiable if necessary.

Archive an Exam

- Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.
- Step 2. Find the preferred exam from the list of exams available.
- Step 3. Select the **Archive** tick box from the exam pane.



The screenshot shows the 'FRMS' exam details page. At the top right, there is a blue header bar with the text 'FRMS' and an 'Archive' checkbox, which is circled in red. Below the header, the exam details are listed:

- Exam Category:** FRMS
- Description:** Avinet FRMS system competency exam.
- Created By:** Ohlsson, Greg
- Created On:** 16 Jul 2011 - 11:55 AM
- Exam Marker(s):** Baig, Haad
House, Gregory
Krstic, Alex
- Pass Rate:** 80%
- Support Documents:** 1
- Associated Recency Item(s):** FRMS
- Personnel Assigned:** 9
 - Undertaking: 0
 - Submitted: 0
 - Waiting to be marked: 0
 - Completed Exams: 9
 - Unattempted Exams: 0
- Number of Questions:** 15

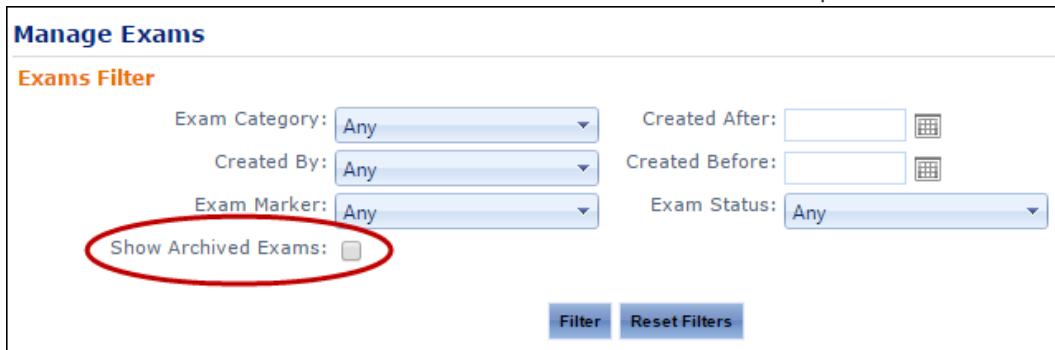
At the bottom of the screen, there is a navigation bar with the following links: [Edit](#) | [Preview](#) | [Assign Personnel](#) | [Copy](#) | [Delete](#) | [View Results](#)

The selected exam is automatically hidden from the list of exams on the manage exams screen.

Displaying & Enabling Archived Exams

Step 1. Select **Operations > Exams**. The **Manage Exams** screen is displayed.

Step 2. Select the **Show Archived Exams** tick box from the **Exams Filter** pane.



The screenshot shows the 'Manage Exams' interface with an 'Exams Filter' section. The filter section contains several dropdown menus and date pickers: 'Exam Category: Any', 'Created By: Any', 'Exam Marker: Any', 'Exam Status: Any', 'Created After: [empty]', and 'Created Before: [empty]'. At the bottom of the filter section, the 'Show Archived Exams' checkbox is circled in red. Below the filter section are two buttons: 'Filter' and 'Reset Filters'.

All archived exams are automatically listed in alphabetical order on the manage exams screen.

Once an archived exam is displayed on the manage exams screen, it can then be modified as if it were an active exam and can be set to active by unselecting the **Archive** tick box.

Step 3. Find the preferred archived exam from the list of exams available.

Step 4. Unselect the **Archived** tick box from the exam pane.