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1. Terminology

Art. 1 – Recognised Centre or organiser

Is the recognised centre as stated as organiser that is recognised for providing trainings and taking the exams of the safety trainings and VCA such as described in the training guide Register Risk-Bearing Tasks and for which the Recognised Centre received a certification.

Art. 2 - Examiner

Persons that are appointed by the recognised centre to oversee the exam.
A examiner will meet the following criteria:

- Take an impartial stand and see to the correct course of the exam;
- Be well acquainted with the applicable procedures;
- Master the language in which the exam is taken.

At any exam session always a minimum of 1 examiner will be present.

The examiner is the delegated responsible person of the recognised centre during the course of the exam.

Art. 3 - Supervisor

The supervisor(s) is/are the persons that assist in the supervision of the course of the exam in case the number of candidates is exceeded.

Their task and qualifications include among other:

- Be aware of the applicable procedures;
- Master the exam language;
- The teacher can also act as supervisor and/or examiner (only for the practical part, not for the theoretical part)

Art. 4 – Number of examiners / supervisors

These numbers are taken in the following table:

Number of candidates	Function	Number
< or = 20	Examiner (E)	1
>20	Examiner + Supervisor (S)	2 (E + S)

Art. 5 - Candidate

Person wishing to take the exam.

This person can act in his own name or can be represented by the company or the organisation that employs the candidate.

Art. 6 - Auditor

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A representative of the steering committee verifying whether the exam and other processes take their correct course.

Art. 7 – Regulation: rights and duties of all involved

Includes the rules, tasks and authorities of the various involved parties in the exam process.

Each party involved accepts the rules of this regulation, be it in their function of organiser, examiner, candidate or other.

The regulation will not be in contradiction with the regulations of the steering committee (see also regulation HSA for further arrangements).

2. Generalities

Art. 8 – The Organiser

The organiser of the trainings and/or the exams is:

Heli Safety Academy (HSA)
Vantegemstraat 9
9230 Wetteren
Tel. : 0032 (0) 9/368.80.30
Fax. : 0032 (0) 9/368.80.31
E-mail : hsa@heli.be
www.helisafetyacademy.be/en
Delegated administrator: Steve Collie
Department manager: Lindsay Vercruyssen

Art. 9 – Rights reserved for the organiser

The organiser **Heli Safety Academy (HSA)** reserves the right to apply changes to this regulation, irrespective of place or time.

Art. 10 - Responsibilities

The exams are taken under the responsibility of the management of **Heli Safety Academy (HSA)** or their authorised person.

Art. 11 - Registration

The candidate can register as a person or can be represented by his/her employer.

The registration of the candidate for an exam must be entered in writing, which means by letter, fax or mail. By exception, an oral registration can also occur.

Included must be the following data:

- Name and first name

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- Date of birth
- Place of birth

The exam that the candidate wishes to take

The address and name of the person involved where the diploma should be addressed to.

Art. 12 – Stipulations for registration

Possible specific stipulations are imposed for registration such as the age of 18 (except for schooling purposes) and medical suitability for a safety position. This is the responsibility of the candidate / employer and is not checked by HSA.

The candidate must take in account however the modalities of the exam, which is the format of the exam (oral, in writing, language), the contents of the training package, the exam and the costs involved.

Other stipulations such as medical or physical suitability must be checked beforehand by the client (employer) or the candidate. Medical suitability is the responsibility of the Employer and/or the candidate.

If desired the training trajectory can be adapted, without however deviating from the final attainment levels and the exam.

The extra costs involved herein come to the account of the applicant.

3. Exam

Art. 13 – Possibility for taking an exam

Heli Safety Academy (HSA) provides for the following procedures:

- For a minimum of 1 candidate with exam at the fixed location of the recognised centre, namely the Heli-Safety-Academy in Wetteren
- By providing at least some exam dates per year, or on demand
- At the request of the candidate (company or individual person) against an agreed cost prise, at a location of choice.

A location of choice must comply with the criteria imposed by the organiser.

The language must be agreed upon.

Art. 14 – Notification of exams and agenda

The exam dates can be obtained by:

- Request directed at the organiser **Heli Safety Academy (HSA)**

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- Consulting website www.helisafetyacademy.be/en

Here is also stated at which date and hour the trainings are organised, together with the nature of the training and applicable language.

Exams organised at individual request (company or individual candidate) are only announced if the requesting parties agrees to this.

Art. 15 – Exam offer and exam procedure

The organiser **Heli Safety Academy (HSA)** provides for the following types of exams:

System characteristics	Theory RRT	Practical RRT	VCA
Written exam	Multiple-choice questions from managed series	n/a	n/a
Number of questions	4 x number; final attainment levels as laid down by RRT register	Practical exercises in function of final attainment levels as described in the RRT register	40 questions VCA basic 70 questions VCA Operational supervisors
Answering possibilities	1 correct answer from 3 possibilities	Exam moments after exercises, testing of practical final attainment levels as described in the RRT register	Multiple-choice questions with multiple possible answers Yes / no questions Drop-down questions
Maximum duration exam	Maximum duration depending of type of exam, but always as described by the RRT register, see training sheet	Maximum duration depending of the type of exam, but always as described by the RRT register, see training sheet	60 minutes VCA BASIC 75 minutes VCA Operational supervisors
Pass criteria	70% questions correct	Minimum 70% of the total to be gained per final attainment level / training series	Minimum 64.51 % of total points to be scored
Exam matter	All final attainment levels are included in the exam series	All final attainment levels are included in the exam series	n/a
Exam series	Candidates are given	Candidates are given	n/a

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	mixed series 4 series of maximum 27 questions per series	various exercise series 4 and/or exam tasks	
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The hours of the exam are scheduled in advance by the exam centre, the exam cannot start before the scheduled hour. The exam cannot start later than 30 minutes after the scheduled hour. The maximum prescribed exam duration, if applicable, cannot be exceeded.

Practical exercises

Every task series consists of a number of tasks that each hold of a number of exercises that cover all final attainment levels and all points of interest of the exam/training file card concerned.

Each participant must cover all final attainment levels and all points of interest using the tasks/task series to be carried out.

Moreover, HSA determines and describes in the identification files cards of the trainings the maximum number of participants that may/can be coached per exam/exercise/apparatus by one examiner.

For the practical exam, at least > 70 points must be scored of the total amount of 100 points per test series. When an exercise is not completed to satisfaction, this will result in points being deducted from the total of 100 points to be gained. The candidates must pass both the theoretical and the practical exam.

HSA uses an objective and effective exam system based upon a task/exercise series (1 up to 4) with a uniform application that is irrespective of the candidate, and irrespective of the examiner.

The tasks must be carried out within a specified and clearly stated time limit as described on the identification file cards per training.

Art. 16 - Identification of the candidates

The candidates participating in an exam must be able to identify themselves. This will be done by using the identity card, or by a document with minimum a photo and name.

This means that the candidates must be able to present their identity card at the exam.

Not carrying their identity card (or an equivalent document with picture) can lead to exclusion from participation in the exam without the right for refund or annulment of the exam costs foreseen.

Art. 17 – Examiners, supervisors

The organiser **Heli Safety Academy (HSA)** foresees in sufficient qualified members of the examiner as described by the steering committee in function of the nature of the training, the number of candidates and the format of the exam.

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The tasks of the members of the examiner consist among other things:

- Clarifying the exam procedure to the candidates before the exam starts;
- Hold the theoretical and practical exams;
- Verification of the identity;
- Taking care that the exam regulation is observed;
- Take the necessary actions to prevent fraud;
- Completing the necessary documents concerning the course of the exam.

Art. 18 - Audits by the members of the security committee

The members of the security committee have the right to delegate an auditor to audit the trainings and the exams, and this during any phase of the process.

Art. 19 – Recognised centre

The location where the exam is held must have the necessary facilities to enable the candidates to take the exams in a responsible and honest way.

As not limitative list, we mention:

- Accessible for the entered candidates, the members of the examiner and the auditors;
- Comfortable where light, air, climate, sound and ergonomics are concerned;
- Sufficiently spacious (interspace between candidates);
- Sufficient moving space to enable supervision by members of the examiner;
- Equipped with projection screen and projector.

The practical area must comply with the criteria laid down by the recognised centre.
These are added to the offer.

In case of doubt, we advise to seek prior contact with the organiser Heli Safety Academy (HSA)

Art. 20 – Re-exams

A candidate can in principle enter without limitation for trainings and exams involved.
Re - examination is always possible on the condition that this is re-scheduled. If within the 3 month, then the part where they succeeded for, does not have to be done again.
The candidate must however take in account the costs involved.

Art. 21 – Oral exams

RT: An oral exam can be held by the organiser for the theoretical part. The knowledge of the final attainment levels of the candidate is tested using an oral exam.

VCA: A pre-reading exam can be taken using headphones.

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Regulations exam

RRT/VCA

Oral exams

The procedure of an oral exam is identical to that of a written exam RRT, in the understanding that:

- All candidates are given the same series of questions (determined by draw);
- Questions are read
- After the reading of the question, the candidates answer the question immediately;

The placing of the candidates is such that they can never see the form of the other candidates.

An empty space between 2 candidates of 2 seats is recommended.

Providing obstacles can be an alternative solution.

Art. 22 – Re-exam in relation to the question series RRT

Irrespective of the nature of the exam, organiser **Heli Safety Academy (HSA)** will ensure that the candidate, in case an exam is retaken, will receive a different series of questions than the previous series.

This is ensured by using mixed question series.

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4. Certification

Art. 23 – Providing data concerning exam results

RRT: Organiser **Heli Safety Academy (HSA)** will always inform the candidate of the exam results in writing.

VCA: The candidate sees his result on the screen immediately after submitting the exam.

In case the candidate did not pass (this is when the passing criteria were not met), this is done by means of a letter/mail; if the candidate passed, a diploma is forwarded.

In case of failure, a training certificate will be made.

Details concerning exams and results remain confidential and are not disclosed.

Deviation on this principle is mentioned under the heading 'proposals for improvement, complaints and infringements'.

Art. 24 - Diplomas

The diploma complies with the criteria as described by the steering committee. 2 copies of the diploma are always given: 1 copy for the employer and 1 copy for the holder.

On the one hand, the diploma holds sufficient information to be unambiguously linked to the rightful holder of the diploma.

Diplomas can never be transferred to another holder than the person who took the exam involved and who is as a consequence registered on the diploma.

In case of irregularities (wrong mentioning of the exam, faulty data concerning the holder, etc....) the candidate is under the obligation to mention these immediately to the organiser **Heli Safety Academy (HSA)**.

The latter will see free of charge to a diploma that is correct where its contents are concerned.

On the other hand, the organiser **Heli Safety Academy (HSA)** will ensure that the diplomas are signed by the management of HSA or their appointed person and by the departmental responsible.

The diplomas have a term of validity as foreseen by BeSaCC-VCA. If applicable it bears the mention "under condition of an intermediate evaluation by an authorised person after X years".

An extension of the diploma is only possible after taking a new complete exam cycle.

Fraud concerning diplomas that are established by HSA are always and immediately notified to BeSaCC-VCA.

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Art. 24-BIS diploma register

Each candidate receives the following information via flyer

Did you know ?

If you pass your exam, your data will be included in the database of the Central Diploma registry.

Why?

It is an ideal tool if you have lost your diploma or if you changed employer, he can verify your diploma. This is a VCA obligation.

What data?

Your name, date and place of birth and the diploma that you obtained.

Important: check your data!

It is very important that you check within two weeks after your course if your details are correct. This can be done via this link: <https://csm-examen.be/>

If you see an error, you should report this to Lindsay Vercruyssen, responsible of this training centre.

Via email: hsa@heli.be or via tel +32 (0)9 368 80 40

This is important because

Wrong data = invalid diploma

If you wish that your data is not shown for whatever reason, this is possible by entering your name on this document and giving it to the examiner. He will pass this on to administration.

I wish that my data is not shown in the CDR.

Art. 25 – Copy of the diploma

A copy of the diploma can be requested under the following conditions:

- Payment of the sum of € 20.00 taxes excluded for administrative costs;
- Request in writing (mail, fax, letter) + proof of identity
- Mentioning of the data of the diploma holder will be the same as these on entering (with mention of date or period when the candidate took the exam)

Copies of the diplomas can be requested during the validity period of the diplomas.

The organiser **Heli Safety Academy (HSA)** ensures that the copies of the diplomas can be distinguished from the original by means of a clear mentioning ("Copy").

Art. 26 – Registration and processing of data of candidates and exams

The data of the candidates are kept during the validity term of the diplomas.

This storage is done on electronic bearer and server of Heli N.V.; a daily backup is made of the system.

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Regulations exam

RRT/VCA

The completed documents kept for a period of 3 years, starting from the date when the exam was taken.

After this period the questionnaires RT The candidate sees his result on the screen immediately after submitting the exam. can be destroyed.

Registration and processing of data is only meant for internal management.

Art. 27 – Proposals for improvement

Proposals for improvement can always be sent in writing to the attention of the organiser **Heli Safety Academy (HSA)**.

They will be evaluated internally at a later stage.

Art. 28 - Complaints

Complaints must be filed in writing and clearly be directed to the management of organiser **Heli Safety Academy (HSA)**.

Complaints will be answered in writing to the attention of the submitter with indication of the result. Complaints concerning the results of the exam must be filed by registered letter within five days after sending date of the exam results at the organiser **Heli Safety Academy (HSA)** by the candidate or his appointed person (e.g. employer).

The board for quality assurance of the organiser **Heli Safety Academy (HSA)** will deal with the complaint within 5 business days under condition that all parties concerned can free themselves within this term.

The board for quality assurance consists of the delegated manager, the departmental responsible and the examiner.

If necessary, additional information concerning the complaint will be demanded from the filing party.

The board for quality assurance draws up a report, formulates a motivated advice and transmits this to the party that filed the complaint.

Art. 29 - Infringements

A report in writing concerning an infringement must be signed by the examiner involved and the supervisor (if the latter notifies the infringement).

The establishing of this report, and the establishment by the management of organiser **Heli Safety Academy (HSA)** that this infringement is legitimate, can lead to the nullification of the candidate's exam.

This equals an exam for which the candidate did not meet the pass criteria.

The candidate can if desired, fall back on the re-exam system.

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5. Board for quality assurance

Art.30 – Tasks and orders

Supervising continuous improvement

The task of the board for quality assurance consists in supervising the continuous improvement of the exam process.

For this, the board will base themselves on the proposals for improvement, the complaints and the infringements and also on other available information.

The board draws up a report on this on a yearly basis.
(see management assessment meeting in the quality system)

Art. 31 - Composition

The board consists of the delegated director, the departmental responsible, and the quality responsible.

Art. 32 - Secretariat

The secretariat is run by the organiser **Heli Safety Academy (HSA)**.

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