

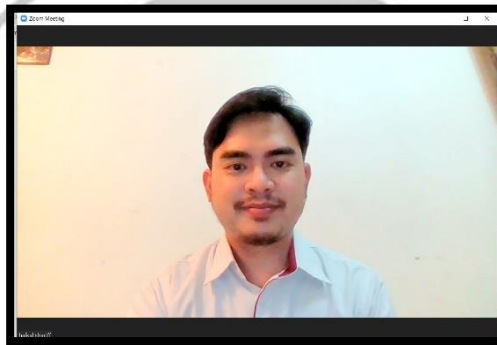
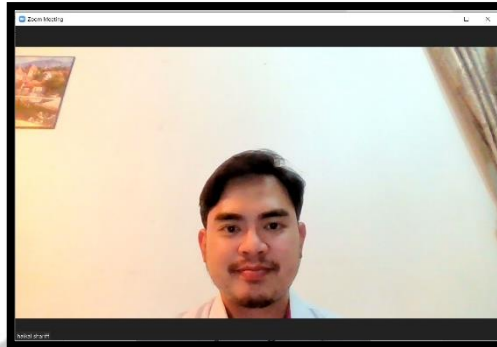


ELPTP MANAGEMENT STANDARD OPERATING PROCEDURES (SOPs) FOR ELPTP (ONLINE SESSION) FOR TEST CANDIDATES

PRE TEST ACTION	
ELPTP EXECUTIVE	<p>TEST BOOKING</p> <ul style="list-style-type: none"> • Make booking in advance via phone or email. • Pay via online banking to confirm test slot. • Email the following to candidates: <ul style="list-style-type: none"> a) Registration Form - ELPTP 01 b) ELPTP (Online) Confirmation - ELPTP 02B c) CAAM Form – CAAM/BOP/FCL/30 d) Candidate Integrity Pledge - ELPTP 17 e) ELPTP (Online) Test SOPs for Candidates – ELPTP 20B • Receive completed forms (ELPTP 01, ELPTP 17, & CAAM) • Remind candidates of the test date and time a day before designated test session. • Inform candidates that they can do a test simulation prior to the test on their own. (https://elptp.upmholdings.com.my/elptp/test-description/) <p>TEST REQUIREMENTS</p> <ul style="list-style-type: none"> • Install Zoom application (reference : https://www.youtube.com/watch?v=fVu9BILRkww) • Register Zoom account (reference : https://www.youtube.com/watch?v=HwWePJSICSE) • Use laptop / desktop computer / tablet with video camera Note: Use headphones during the test for better audio experience. • Ensure stable internet connection (at least 2.5 Mbps)

	<ul style="list-style-type: none"> • Ensure a noise free closed (not public) environment / room for the test • Prepare blank papers and pen. • Be in front of the computer <u>20 minutes</u> prior to test time. Punctuality must be observed. <p>Note: Candidates who are unable to take the test can reschedule their tests provided a valid reason is given.</p>
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ON THE DAY OF THE TEST	
CANDIDATE	<p>✓ Enter the Zoom Waiting Room <u>20 minutes</u> prior to given test time</p> <p>Note: ELPTP Executive will admit candidate individually into zoom session according to test schedule</p> <p>PRE TEST CHECKS BY ELPTP EXECUTIVE</p> <ul style="list-style-type: none"> ✓ Ask candidate to show IC / Passport and Pilot License for identity verification ✓ Ask candidate to show the process of turning off the mobile phone and showing it in front of the camera. ✓ Ask candidate to put away the phone in a position where the assessors can see. ✓ Ensure candidate is seated according to the picture as prescribed



	<ul style="list-style-type: none"> ✓ Inspect room virtually Ask candidate to pan the room with the camera (if possible) ✓ Ensure the candidate is using a computer/ tablet / Ipad. No other mobile device is allowed ✓ Candidate must be alone and no white noise ✓ Advice candidate to use headphone ✓ Ensure candidate has blank papers and a pen by showing these in front of the camera ✓ Check audio fidelity by asking if the candidate is able to hear what is being said by the ELPTP Executive. If audio fidelity is not acceptable, the test will not commence ✓ Announce to the candidate that the test will begin
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DURING THE TEST	
CANDIDATES	<ul style="list-style-type: none"> ✓ Be in the test room at all times during the session. (No toilet break allowed) ✓ Turn on camera and microphone at all times so that the candidate is in view of the assessor ✓ Avoid any suspicious behavior or test will be terminated automatically. ✓ Listen to audio material by using laptop speakers or headphones. ✓ If candidate reports on poor internet connection while doing the test, the ELPTP Executive will attempt to solve the problem. If problem cannot be resolved by 10 minutes, the candidate or the assessor can request for the test to be aborted. The candidate will be given another suitable test date to retake the test. The retake test can begin from where it was aborted.

AFTER THE TEST SESSION

CANDIDATES

- ✓ Leave the Zoom Test Session.
- ✓ Discuss via WhatsApp with ELPTP Executive about result issuance options

Result Issuance options:

	Options	Result	Mode of Collection	
			*Drive-Thru	**Postage
1.	Normal	Result will be ready after 7 days of the test date	Available	Available
2.	Expedite	Result will be ready on the same day RM150 additional fee will be charged	Available	Available

*Candidates opting to collect their results in person, can access a drive-thru service provided upon time appointment with the ELPTP Executive of the Test Center (Mr. Haikal 013-259 2568).

**Result sent by surface mail (FOC) / fast delivery (with charge) after 7 working days of the test.

Klang valley area : RM 10
 Outside Klang valley area : RM 15
 Outside Malaysia : RM 20

Any payment with regard to mailing of test result should be made via online transfer only.

- ✓ Send a screenshot of the payment to ELPTP Center.
- ✓ Complete ELPTP (Online) Feedback Form – ELPTP 23B via Google forms using their own mobile phone

