ELPTP MANAGEMENT STANDARD OPERATING PROCEDURES (SOPs) FOR TEST CANDIDATES
EFFECTIVE 1ST NOVEMBER 2021

PRE TEST ACTION	

CANDIDATES	✓ Booking should be made in advance via phone or email.
	✓ Payment is done via online banking to confirm the test slot.
	✓ Candidate will receive the following forms four days before the test date:
	  a) ELPTP 01 – ELPTP Registration
	  b) ELPTP 02 – ELPTP Confirmation
	  c) CAAM – (CAAM/BOP/FCL/30) form
	  d) Test SOPs For Candidates
	✓ Candidates will need to email the completed forms of **(a)** and **(c)** to elptp@upmholdings.com.my before the test day OR submit them to the Executive on the day of the test.
	✓ 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 using the link. (http://www.upmholdings.com.my/elptp/index.php/test-description)
	✓ No test simulation facilities will be provided at the ELPTP Center.
	✓ Candidates are reminded that they must bring their pilot license and their own pen and face mask.
	✓ Candidates must arrive at the ELPTP Center **no more than 15 minutes** prior to test time. Punctuality must be observed.
	
	* Candidates who are unable to take the test can reschedule their test if accompanied by letter of proof.

ON THE DAY OF THE TEST	
CANDIDATES	✓ Candidates park their vehicles at the designated Banquet Hall parking area. ✓ Candidates message ELPTP Executive on their arrival. ✓ ELPTP Executive will message candidate as to when he can enter the ELPTP Centre. ✓ Only test candidates will be allowed into the ELPTP Center. ✓ All candidates will need to use face masks before entering the ELPTP Center.

	✓ Candidates will show their digital copy of Vaccination Certificate or the result of Covid-19 self-test kit* * Applicable to candidates who do not have any vaccination document. ✓ At the ELPTP Center, each candidate will be assigned a seat following physical distancing. ✓ Candidates will be called into the Test Room according to their turn. ✓ In the Test Room, candidates will sit in a designated seat to take the test.

DURING THE TEST SESSION	
CANDIDATES	✓ Face masks are to be used at all times during the test session. ✓ Candidates are provided with blank paper to make notes using their own pens. ✓ The test commences. ✓ Candidates will listen to audio material using an audio speaker. No headsets will be used.

AFTER THE TEST SESSION	
CANDIDATES	✓ Candidates will dispose of used paper in the trash basket provided near the door of the Test Room. ✓ Candidates will be requested to provide feedback via Google forms in a designated area using their own mobile phone before they leave the ELPTP Center. (https://docs.google.com/forms/d/e/1FAIpQLSdjAV2oTdCc0aqfeyttM6XnEP1wcXHiu6Kqqfur44IRbLwJ7A/viewform)
ELPTP EXECUTIVE	✓ Payment receipt will be emailed to candidates one day after the test session.
RESULT PROCESSING	✓ The ELPTP Executive will consult the candidates regarding the result issuance options. ✓ Any payment with regard to mailing of test result should be made via online transfer only. A screenshot of the payment must be sent to ELPTP Center. ✓ For same day results, only cash payment is accepted.
SANITIZATION PROCESS	✓ The ELPTP Center including all furniture and test equipment will be sanitized within 24 hours after each test session.

SECURITY	✓ No persons shall be allowed into the ELPTP Center after each test session sanitization process until the next test session.

Note:
If a person leaves and reenters the ELPTP Center, they are required to go through the entire process of a temperature check and recording of the entry together with the hand sanitization process.