



# **Regulations Certification of Professionals in Examination**

# Contents

<b>CERTIFICATION OF PROFESSIONALS IN EXAMINATION</b>	<b>1</b>
Cito's vision on certification and quality of testing	1
Registration in NVE register	2
<b>1 GENERAL PROVISIONS</b>	<b>3</b>
Article 1 Definitions	3
Article 2 Application of this Regulation	4
<b>2 CERTIFICATION FOR PROFESSIONALS IN EDUCATIONAL TESTING</b>	<b>5</b>
Article 3 Content of the certificates	5
Article 4 Validity of licenses	5
<b>3 TASKS AND RESPONSIBILITIES</b>	<b>7</b>
Article 5 Cito secretariat tasks	7
Article 6 Cito Assessors	7
Article 7 Exam committee	7
Article 8 Appeals committee	7
Article 9 Liability	8
<b>4 PROGRESS, OUTCOME AND LEAD TIMES</b>	<b>9</b>
Article 10 Registration	9
Article 11 Procedure	9
Article 12 Withdraw and delay	9
Article 13 Result	9
Article 14 Explanation of the assessment	10
Article 15 Resit	10
Article 16 Proceedings	10
<b>5 COMPLAINT, OBJECTIONS AND APPEAL</b>	<b>13</b>
Article 17 Complaint	13
Article 18 Objection	13
Article 19 Appeal	15
<b>6 OTHER PROVISIONS</b>	<b>16</b>
Article 20 Unforeseen circumstances	16
Article 21 Confidentiality	16
Article 22 Saving portfolio and assessment forms	16
Article 23 Start date Regulations	16
Article 24 Publication Regulations	16

# Certification of professionals in examination

## Cito's vision of certification and quality of testing

Certification of professionals in educational testing aims to provide the guarantee that those certified are equipped for their task in the exam process. Certified professionals have proven their expertise based on an acknowledged quality standard, and have periodically demonstrated these.

In order to obtain the certificate, the candidate compiles a portfolio with products from their own professional practice or demonstrates their expertise in a written or practical exam.

The following points indicate the potential added value of certification:

Added value for the examination organization:

- increasing the quality of examining/testing;
- improving image, demonstrable professionalism of own employees
- potential for valuing and recognising expertise in a job structure (for professionals in educational testing);
- through the NVE register, providing insight into, and an overview of, the expertise of own employees, and assuring this expertise through periodical re-certification.

Added value for the candidate:

- clearer positioning of the role and task in the testing process;
- professionalisation, personal development;
- career perspective.

Cito is affiliated with the NVE (Nederlandse Vereniging van Examens) as a certified institution and certifies professionals in educational testing based on a number of the NVE profiles and standards. In addition, Cito certifies teachers and lecturers in higher education, based on the report from the BKE/SKE expert group, candidates for BKE and SKE.

Cito ensures that the assessments carried out satisfy the actual quality requirements, which apply within the NVE and within the Cito BV Training & Consultancy department.

When assessing candidates, Cito wants to do justice to the diversity in testing practices. We assess candidates using the context of the sector in which they work, whilst maintaining the requirements of the NVE profiles and BKE/SKE learning results.

Cito strives for transparency for both the candidates and the customer. These regulations describe what the candidate can expect from Cito, and what Cito expects of the candidate. In the assignments and assessment forms, specific information is provided on what the performance of the candidate must satisfy.

Cito evaluates the quality of the assessments carried out with the people involved, including the workplace, and adjusts assignments and the assessment procedure once a year based on these evaluations.

## Registration in NVE register

Cito champions the objective measurement of potentials and talents and wants to contribute, therefore, to the expertise of professionals in educational testing. Cito does this by making it possible to demonstrate expertise according to a recognised standard. Cito certifies professionals in educational testing according to NVE profiles. Successful candidates can, on request, be registered in the nationwide register of the “Nederlandse Vereniging voor Examens” (NVE)<sup>1</sup>.

Cito offers certification for:

- Test developer
- Member of the adoption committee
- Testing professional
- Examiner/assessor / Cito language assessor Dutch / English\*
- Member of the exam/test committee

\*With the language assessor certificate, the assessors of Dutch and English in the MBO (secondary vocational education) have demonstrated that they can carry out these assessments according to the frame of reference, or according to the CEFR (Common European Frame of Reference) levels. The language assessor certificate provides the opportunity for inclusion in the NVE register under the ‘Examiner’ profile.

### BKE and SKE

As well as the certification according to the NVE profiles, Cito provides the possibility for teachers and lecturers in higher education to achieve the Basic Qualification Examination (BKE) and the Senior Qualification Examination (SKE). These certifications have been produced according to the learning outcomes of the BKE-SKE expert group.

Both the BKE certificate and the SKE certificate achieved at Cito provide the opportunity to be included in the NVE register.

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When applying, the candidate can assent to being included in the register .

# 1 General provisions

## Article 1 Definitions

This exam regulation includes the following concepts and terms:

Complaint	written expression of dissatisfaction with the procedure (organization and content).
Objection	request to Cito International to review a decision on a ruling of a complaint submitted.
Appeal	written statement of dissatisfaction regarding the decision on an objection lodged.
Insight	review by the candidate of the response model, the assignment and the completed assessment form after the assessment has been completed.
Mediation	involvement of an independent person to assist in resolving a conflict or difference of opinion by facilitating contact between the parties involved.
Cito	Cito BV, Arnhem
Cito international	specific department of Cito BV for international clients/assignments
Exam committee	the Cito group of experts responsible for the responsibilities laid down in the regulations.
Candidate	the person who participates in a Cito Certification for professionals in educational testing.
Client	the person or organization who has signed the proposal and who pays the invoice for the certification (can also be named the customer).
Cito assessor	an official appointed by Cito International who assesses the candidate.
Student	a participant in higher vocational education (MBO), higher education (HBO) or other education, whereby an exam is taken.
Cito Certification secretariat	the department in Cito that carries out the planning and the organization of the certification.
Working day	Mondays to Fridays, excluding holidays. Summer vacation per region, as stipulated by government, is not counted as working days
Resit	the ability to submit the portfolio again for review/assessment, to re-sit the exam, or provide additional evidence of expertise.
Portfolio	a (digital) collection of evidence demonstrating showing the candidate's expertise.
Practical exam	the candidate performs his or her professional tasks in a real or simulated environment with a Cito assessor present as observer.
Written exam	the candidate carries out a written exam in an invigilated exam situation.
Interview	the candidate shows his expertise in an interview with the Cito assessor.
Professionals in educational testing	the individuals who execute tasks with respect to examining and testing according to, or in line with, one of the NVE profiles.
NVE register	the database in which the certificates achieved according to the NVE profiles are registered.
Certificate	proof of sufficient knowledge and / or professional competence with a validity of five years.
Recertification	demonstration that the knowledge and expertise has been maintained

## **Article 2 Application of this Regulations**

This Regulation applies to the procedures for Cito Certification as mentioned in Article 3.

Applicants who are enrolled prior to the entry into force of these rules of August 2017 may use the old rules if this provides the candidate with an advantage. This is based on an assessment by the examination committee.

Where the rules do not provide a solution, the general provisions of Cito B.V. are applicable.

This English language version of these regulations is available as a service document. This version has been carefully compiled, but due to the translation, a difference in interpretation could arise. In the event of a complaint, objection or appeal, the Dutch language version prevails for both the exam committee and the appeals committee.

## 2 Certification for professionals in educational testing

### Article 3 Content of the certificates

<b>Cito Certificates for professionals in educational testing according to NVE profiles</b>	
Test developer	The candidate test developer compiles a portfolio of evidence demonstrating his / her expertise as a test developer.
Member adoption committee	The candidate member of the adoption committee compiles a portfolio of evidence showing his / her expertise as a test adopter for the committee and/or takes a practical test
Test expert*	The candidate test expert compiles a portfolio of evidence showing his / her test expertise. <b>N.B.</b> there are entry requirements for this certification
Examiner/Assessor <i>There are three certification routes with equivalent assessment criteria:</i>	Route A: The candidate assessor compiles a portfolio, which consists of evidence of expertise, including a video recording of an examination being taken. Route B: The candidate assessor is assessed through an observation, by a Cito assessor, of an examination being taken. Route C: For route B, two Cito assessors are present at two observations of one or two candidates of the institution. For route C two Cito assessors assess the video or audio recordings of the candidates online.
Exam committee member (in development)	The candidate member of the exam committee compiles a portfolio together with evidence showing his/her expertise.
Cito Language assessor Dutch/ English	The candidate language assessor takes a practical exam. The candidate language assessor demonstrates that he/she can assess both written and spoken products. The language assessor is entered into the NVE register as an examiner.

<b>Cito BKE and SKE certificates (specific to Dutch Higher Education)</b>	
Basic Qualification Examination (BKE) <i>There are two certification routes with equivalent assessment criteria</i>	Route A: The BKE candidate compiles a portfolio of evidence showing his / her expertise according to the BKE indicators. The portfolio shows justification for choices made. Route B: the candidate compiles a portfolio showing his / her expertise according to the BKE indicators. In an interview the candidate shows justification for choices made.
Senior Qualification Examination (SKE)	The SKE applicant compiles a portfolio of evidence showing his / her expertise according to the SKE indicators. This certification is only accessible to candidates with a BKE qualification. <b>N.B.</b> there are entry requirements for this certification

\*Cito considers test expert and SKE to be completely equivalent certifications. SKE is the general designation in HBO (higher education). Test expert is the more general NVE designation.

### Article 4 Validity of licenses

The certificate for an NVE profile is valid for a period of five years. The date on the certificate sent by Cito is the date on which the validity commences. This date will also be used for the validity of the entry in the NVE register. There are no national standards agreed regarding the validity of the BKE and SKE certificates. For these certificates, Cito also uses a validity period of five years. Should

national rules be implemented, Cito will adopt these.

Following recertification, Cito provides a new certificate for the profile concerned with a validity of five years.



### **3 Tasks and Responsibilities**

#### **Article 5 Cito secretariat tasks**

The secretariat carries out the following tasks:

- a handling the candidates' applications
- b organising the assessment of portfolios and taking of practical exams
- c organising the training and expertise advancement of (new) assessors
- d providing the results and issuing of certificates
- e enrolling examiners in the NVE register
- f dealing with and / or forwarding questions, complaints and objections submitted
- g submitting data for the annual report
- h granting an extension to the specified duration times
- i organising viewing of the assessment

#### **Article 6 Cito Assessors**

The Cito assessor:

- a satisfies the expertise requirements as determined by the Exam committee. The first assessor has not trained or coached the candidate.
- b works according to established guidelines.
- c reports on the assessment to the secretariat, and if necessary, answers questions from the exam committee.
- d in the event of a result below the cut-off score, involves a second assessor.
- e following a (second) assessment, determines the final result.

#### **Article 7 Exam committee**

- a The members of the exam committee are appointed by the T&A business manager
- b Composition of the exam committee:
  - Cito test expert (chairman)
  - Cito test expert (member)
  - Project manager for certification, with respect to content (secretary)
  - External expert (independent member)
- c Exam committee tasks
  - determining Cito certification procedures
  - monitoring the expertise of Cito assessors
  - determining the results in the event of a complaint or objection
  - signing the certificates
  - handling objections submitted
  - assuring the quality of the Cito Certification procedures
  - handling requests for exemption
  - making a decision in the event of suspicion of fraud
  - handling objections to the results
  - producing an annual report

#### **Article 8 Appeals committee**

- a If a candidate is dissatisfied with the treatment of his or her objection by the Exam committee, he or she can lodge a notice of appeal with the appeals committee;
- b Members of the Appeals Committee
  - T&A business manager
  - independent member
  - Cito legal advisor
- c The appeals committee meets if there are notices of appeal for discussion;
- d The appeals committee procedurally checks the verdict of the exam committee.

## **Article 9 Liability**

The members of the exam committee and Cito are not liable for the consequences of mistakes caused by the candidate himself/herself.

- a Before, during or after an exam, neither Cito, nor Cito designated natural or legal persons, are not responsible in any way whatsoever for any damage suffered, or to be suffered, by the candidate (including consequential loss, loss of profits, loss of income, missed savings and damage caused by business stagnation) due to negligence, faults, mistakes, or inaccuracies, committed by the aforementioned in relation to the exam and all related matters, except in the event that their intentional or gross negligence can be blamed;
- b In the case of demonstrable intent or gross negligence on the part of Cito or Cito designated natural or legal persons, the liability to the applicant can never be more than the amount of the invoiced amount charged.

## 4 Progress, result and lead times

### Article 10 Registration

Candidates can sign up through the secretariat of Cito International by completing the application. After signing the tender and payment of the invoice, the candidate is admitted to the procedure. Enrolment can also be done through a contract with the institution. The contract specifies a final delivery date. After the final delivery date mentioned in the contract the portfolio can no longer be submitted.

### Article 11 Procedure

- a After application, the candidate receives a confirmation of participation and an assignment for submitting a portfolio or participating in an assessment. See the description in accordance with article 3. Cito and candidate's follow-up actions are listed in Article 16 with the maximum lead-time per action;
- b The candidate receives a message after delivery of the portfolio if the portfolio is not complete and therefore not to be assessed. The candidate is given the opportunity to complete the portfolio once;
- c In agreed upon: the Cito assessment contains an interview after the portfolio has been submitted and reviewed. The interview creates a sound recording for the purpose of the review. The audio recording is kept for three months by the Cito assessor or as long as there is a complaint or appeal procedure on the assessment;
- d At Cito certification language assessor and examiner route B, the candidate will pass an exam. The contract with the customer determines where the assessment is taken.

### Article 12 Withdraw and delay

- a If the candidate does not submit a complete portfolio and / or withdraws from the certification within the stipulated term, the procedure will be terminated. The portfolio will not be reviewed;
- b If the candidate has to postpone the activities to be followed for medical or other serious reasons, he / she will immediately inform Cito of this in writing. The secretariat of Cito International assesses the reason for postponing.

### Article 13 Result

- a. The result of the assessment can be:
  - Pass (Good/Satisfactory): the candidate proves that he or she adequately manages the tasks/ meets the requirements;
  - Resit: the candidate receives a rescission if the portfolio, interview or exam does not prove sufficiently that the candidate meets the requirements;
  - Insufficient: The candidate has not shown that he or she meets the requirements after a resit. Cito sends the candidate the completed assessment form and final result by e-mail after completion of the assessment;
- b. If the candidate has passed, he / she will receive a certificate by post. The certificate has been signed by the exam committee.
- c. If the candidate fulfils the requirement for an NVE registration he/she will receive a confirmation of the registration. If the candidate chooses not to be registered he/she can object to the registration.
- d. The candidate can object to the results of the examination board. See Chapter 5.

## Article 14 Explanation of the assessment

- a Inspection: if a written exam is part of the certification, the candidate can see the exam, the assessment model and his / her assessed work at Cito. Cito will not charge you for this. The inspection is under surveillance and takes up to half an hour. The candidate may make notes but no copies or photographs. This is monitored. Inspection is not intended as learning moment or to provide clues for improvement.
- b Explanation of the assessment: if requested, the candidate may receive a written explanation of the assessment by the assessor. This explanation is based on specific questions about the candidate's assessment. If the question consists for assistance with the resit, this is not the responsibility of the reviewer.
- c There are no costs involved for the candidate.

## Article 15 Resit

Upon resit, the candidate can demonstrate by re-submitting the portfolio that he or she adequately manages the tasks or assessment aspects.

When re-submitting the portfolio or submitting additional written evidence, no additional costs are charged. Resitting a practical, oral or written exam is charged extra.

After the reassessment, the results may be:

- Pass (Good/Satisfactory): the candidate proves that he or she adequately manages the tasks/meets the requirements;
- Insufficient: The candidate has not shown that he or she meets the requirements after a resit. Cito sends the candidate the completed assessment form and final result by e-mail after completion of the assessment.

## Article 16 Proceedings

The table below shows the durations of the different steps during the procedure. For both Cito and the candidate, these durations are binding. Not following these durations by a candidate can lead to an administration fee of (€ 145,-) or termination of the certification process.

### Turnaround times for BKE, SKE, Test developer, Member adoption committee, Test expert, Examiner/Assessor, Exam committee member, Recertification

	Candidate action	Cito follow-up action	Ultimate turnaround time
1	Application (signing up online)	Confirmation of registration for candidate and contractor	
2	Submission of portfolio before or ultimately on the chosen certification round: <b>1<sup>st</sup> of the month</b>	Check on completeness and sending a message to the candidate ( <i>not for recertification</i> ): a. portfolio complete b. portfolio not complete; request to complete it	around the 9 <sup>th</sup> of the month
3	In the case of 2b: submission of completements <b>until the 16<sup>th</sup> of the month</b> ( <i>not for recertification</i> )	Assessing portfolio during the same month	

4	In the case 2a and 3:	Send candidate the result of the assessment a. satisfactory / good b. unsatisfactory: request to send in resit	before the end of the month of the assess period
5	In the case of 4b: submission of resit-version	Assessing resit-version	during the next month

**Turnaround times for: Language Assessor, Examiner Route B , BKE Route B**

	<b>Candidate action</b>	<b>Cito follow-up action</b>	<b>Ultimate duration</b>
1	Application	Confirmation of application and planning of exams (planning in consultation with client)	2 weeks
2	Take exams (practical, oral, and/or written part)	Assessment of exams and send result to candidate: <ul style="list-style-type: none"> <li>• passed</li> <li>• re-sit, contact the candidate and plan the re-sit.</li> </ul>	5 working days following exam
3	For a re-sit: Submit additional evidence within 15 working days  Or plan new date(s) for practical/written exam(s) (N.B. there are costs associated with this)	Assess re-sit. Send result to the candidate: a Passed b Unsatisfactory: procedure is ended	2 weeks following receipt/resit

## 5 Complaint, objections and appeal

The actual assignments and assessment-criteria can never be subject of a complaint or objection.

### Article 17 Complaint

If a candidate or client wishes to file a complaint about the certification (e.g. about the organization, the procedure of the review, the assessor or the content of the certification), he / she will handle the following procedure.

- a The candidate or customer reports the complaint by e-mail to Cito International. The complaint must be sent no later than 10 working days after the date of assessment or the exam;  
E-mail: **certificering@cito.nl**
- b A complaint is always treated confidentially
- c Cito International confirms the receipt of the complaint within 5 working days by e-mail;  
A mediator is assigned to the case and contacts the candidate to establish whether a solution can be found. The mediator works within the regulations and other procedures. If this is successful, the complaint is not processed any further. Should mediation not be successful, the complaint is handled further by the manager of the Training and Consultancy department.
- d Within 10 working days of receiving the complaint, the decision will be communicated to the candidate. This term can be extended once by 10 working days. If the term of treatment is extended, the petitioner will be informed by e-mail of this before the expiry of the original term.
- e If the candidate or client disagrees with the manner in which the complaint has been settled or disagrees with the decision taken, he / she may inform the Committee of Appeal.
- f Judgements of the Cito Certification Appeal Committee in the appeal procedure are binding. Possible consequences are dealt with swiftly.
- g Complaints and the method of handling are registered and saved for the minimum length of the term of processing.

### Article 18 Objection

If a candidate disagrees with the assessment result, he / she may object. For the handling of an objection, he / she will handle the following procedure.

- a The candidate or customer sends the objection by e-mail to Cito International. The objection must be sent no later than 10 working days after publication of the result;  
E-mail: **certificering@cito.nl [OR international@cito.com]**  
The objection contains a date, the name of the petitioner and a substantive motivation. Cito International accepts the objection only if it meets these conditions.
- b Cito confirms the receipt of the complaint within five working days and forwards it to the secretary of the complaints committee.
- c The committee judges if the complaint is well founded. The Exam Committee may assign an extra assessor to the case. The extra assessor confers with his colleagues to come to a joint decision.
- d The candidate will be informed by e-mail within twenty working days of receipt of the objection to the decision following the objection. This term can be extended once with twenty working days. In this case the petitioner will be informed by e-mail before the expiry of the original term.

- e If the candidate or client disagrees with the manner in which the objection has been settled or disagrees with the decision taken, he / she may inform the Committee of Appeal.



## Article 19 Appeal

A client or candidate who disagrees with the decision of a complaint or objection may appeal to the Committee of Appeal. For the handling of an appeal he / she will handle the following procedure:

The candidate or customer sends the appeal by e-mail to Cito International. The appeal must be sent no later than 10 working days after publication of the decision about the complaint or objection; E-mail: **certificering@cito.nl** The appeal contains a date, the name of the petitioner and a substantive motivation. Cito International accepts the appeal only if it meets these conditions;

- a Cito International confirms the receipt of the appeal within 5 working days by e-mail;.
- b The secretariat ensures that a mediator contacts the candidate to establish whether a solution can be found. The mediator works within the regulations and other procedures. If this is successful, the complaint is not processed any further. Should mediation not be successful, the complaint is handled further according to articles d-h.
- c The petitioner receives an invoice of 150 euros upon lodging the appeal. After payment of the invoice, the Committee will consider the appeal. If the Committee corrects the petitioner, the amount is returned to the petitioner.
- d The Committee of Appeal examines the accuracy of handling a complaint or objection and assesses whether it has been conducted in accordance with the rules.
- e If the Committee of Appeal concludes that the handling of the profession has been carried out carefully and in accordance with the regulations, the petitioner is unjustified;
- f The candidate will be informed by e-mail within 20 working days of receipt of the appeal to the decision following the appeal. This term can be extended once with 20 working days. If the term of treatment is extended, the petitioner will be informed by e-mail before the expiry of the original term;
- g Decisions of the Committee of Appeal in the appeal procedure are binding. Possible consequences are dealt with swiftly.
- h The candidate will be informed by e-mail within twenty working days of receipt of the appeal of the decision following the appeal. This term can be extended once with twenty working days. In this case the petitioner will be informed by e-mail before the expiry of the original term.

## 6 Other provisions

### Article 20 Unforeseen circumstances

In cases where these Regulations do not provide, the Exam Committee will decide.

### Article 21 Confidentiality

- a Anyone who is involved in the implementation of this Examination Regulations and thereby has access to personal data which he or she understands is of a confidential nature or reasonably suspected is obliged to confidentiality. The assessment form, the recorded conversation is covered by the personal data as well as information about the results;
- b Paragraph a. shall not apply if disclosure is required by a statutory regulation or disclosure resulting from his / her duties in the implementation of these Regulations.

### Article 22 Saving portfolio and assessment forms

Cito International keeps the proofs submitted by the candidate for a minimum of 1 year. Cito International maintains the certification forms 5 years.

### Article 23 Start date Regulations

These Regulations will enter into force five working days after approval by the Exam Committee.

### Article 24 Publication Regulations

These Regulations will be published on the Cito website

Confirmed by the Exam Committee: Joost Godschalk (chairman) dated: 01-02-2023

Approved by the manager of T&A Melchior de Vries dated 01-02-2023

These regulations come into force: 01-02-2023

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