

Test Regulations

Theoretical Tests and Standardized Image Interpretation Tests Civil Aviation Security



Chapter 1

General Provisions

Article 1 Definitions

In these test regulations, the following definitions apply:

1. **Cito:** The examination organisation appointed by the Minister as an independent certification body. Cito carries out certification for Civil Aviation Security on behalf of the Minister.
2. **Test:** The theoretical and standardized image interpretation tests covered by these regulations.
3. **Test Leader:** The person responsible for managing and supervising the test at the test location.
4. **Candidate:** The person taking the test.
5. **Complaint:** A written expression of dissatisfaction about the test result. This may concern the organization or administration of the test, as well as the content or making of the test.
6. **Invigilator / Proctor:** The person appointed to supervise the test and ensure that it is conducted in accordance with these test regulations.
7. **Register:** The central register containing all current and valid Civil Aviation Security certifications.

Article 2 Application of these Regulations

These regulations apply to the theoretical and image interpretation tests administered by Cito as part of the Civil Aviation Security certification process. A complete list of the tests can be found [here](#).

Article 3 Nature and Content of the Tests

1. National and international laws and regulations specify the knowledge and skills that candidate must have in the field of Civil Aviation Security. Candidates are tested against the most recent applicable national and international requirements.
2. A theoretical test as referred to in Article 2 consists of 20 multiple-choice questions. The theoretical tests for the Basic Civil Aviation Security Training (Basisopleiding Beveiliging Burgerluchtvaart (BOBB)) and Security Manager Air Cargo and Mail (SMLP) consist of 40 multiple-choice questions. The theoretical test for Supervisor Air Cargo and Mail (SLVP) consists of 30 multiple-choice questions. The theoretical tests are available in Dutch or English.
3. The standardized image interpretation test consists of 128 images and is only available in English.
4. All tests mentioned above are conducted at a location appointed and approved by Cito.

Chapter 2 Admission, Booking, Rescheduling and Cancellation a Test

Article 4 Admission

Only candidates who have been registered by a training organisation are allowed to take the test.

Article 5 Booking a Test

Training organisations register candidates through the booking system. The candidate receives confirmation of the booking by email.

Candidates registered after 12.00 noon (12 pm) on Friday can take their test from Tuesday onwards, as registrations made after this time are processed on Monday.

Article 6 Rescheduling or Cancellation a Test

The following conditions apply to cancelling or rescheduling a test:

1. If a candidate discovers during the test that the wrong test was booked, the candidate must contact their training provider. The training provider must book a new test for the candidate through the booking system.
2. A scheduled test taking place during the regular opening hours of the test location can be cancelled or rescheduled free of charge up to seven (7) calendar days before the scheduled test date. The training provider must submit the cancellation or rescheduling themselves via the booking system. In the event of a cancellation or change made within seven (7) calendar days prior to the test date, the full test fee will be charged.
3. For group bookings and tests requested outside the test locations regular opening hours, a notice period of fourteen (14) calendar days applies. The test can be cancelled or rescheduled free of charge up to fourteen (14) calendar days before the scheduled test date. If the test is cancelled or rescheduled later, the full test fee will be charged.
4. If a candidate fails to attend the scheduled test time and the test has not been cancelled on time (no-show), the full test fee will be charged. This applies regardless of the reason for the absence.

Chapter 3 Administration of the Test

Article 7 Confirmation

The candidate will receive the booking confirmation, the location regulations and directions to the test location by email.

The candidate will be informed that they must provide valid identification, as described in Article 8, paragraph 2.

Article 8 During the Test

1. The candidate must arrive at the test location no later than 15 minutes before the start of the test.
2. Upon arrival, the candidate must show the Test Leader a valid form of identification. The identification document must be valid at the time of the test. The following forms of identification are accepted: a passport, a European identity card and a driver's license.
3. Personal belongings and all devices that can be used for communication, such as mobile phones, smartwatches, headphones and earbuds, are not allowed in the test room. These items must be stored in a locker.
4. Eating, drinking and leaving the room to use the toilet during the test are not allowed.
5. A pen, scratch paper and earplugs are available in the test room.

Article 9 Fraud and Irregularities

1. In the event of fraud or other irregularity, the Invigilator/ Proctor will record this in the log associated with the test booking.
2. Based on fraud or an irregularity, Cito may declare the candidate's test invalid. Cito may also exclude the candidate from taking a resit of the test for a maximum period of six (6) months.

Chapter 4 Result and Resit(s)

Article 10 Test Results

1. After completing the theoretical test, the candidate will see a provisional result on the screen. The candidate will receive the final result by email on the same date as the test after 19.00 (7 pm). The result is expressed as either pass or fail.
2. After completing the standardised image interpretation test, the candidate will see a provisional result on the screen. The result is expressed as either pass or fail. The candidate will receive the final result by email no later than one working day after the test.
3. Cito will send the certificate to the candidate digitally once all requirements and conditions have been met. The [website of Cito](#) describes which conditions apply to each certificate. The certificate will also be added to the register.

Article 11 Resit(s)

In principle, a candidate may take the test as many times as they wish, unless otherwise stated in these regulations.

Article 12 Saving and Viewing of Test Materials

1. Cito stores the candidate's answers and corresponding scores for one (1) year from the test date. After that, the data will be anonymised. Five (5) years after the test date, the data will be deleted.
2. Candidates are not allowed to view the complete test or the test questions. After the test, the candidate will receive feedback for each test section, showing how many questions they answered correctly in each test section.

Chapter 5

Complaints

Article 13 Complaints

1. A candidate may submit a written or digital complaint about a test to Cito in within six (6) weeks after the final result has been issued.
2. A complaint can be sent by post to:

Cito
attn.: Examination Committee Civil Aviation Security
P.O. Box 1034
6801 MG Arnhem

The complaint can also be submitted by email to:

klantenservice@cito.nl

3. Cito will inform the candidate of the outcome of the complaint in writing or by email within six (6) weeks.
4. A complaint regarding the content of one or more test questions may result in an adjustment to the candidate's test result.

Chapter 6 Other Provisions

Article 14 Alternative Method of Testing

Under special circumstances, Cito may allow a candidate to take the test in a fully or partially adapted manner. This may apply, for example, if a candidate requires an adapted test arrangement due to their individual circumstances.

The training organisation can contact Cito about this at exameninschrijvingen@cito.nl.

Article 15 Confidentially

1. Everyone involved in implementing these regulations who has access to confidential information must keep this information confidential. This also applies when someone can reasonably be expected to know that the information is confidential.
2. The confidentiality obligation in paragraph 1 does not apply if a person is legally required to disclose the information, or if disclosure is necessary to implement these regulations.