



Test Regulations

Theoretical Tests and Standardized Image Interpretation Test Civil Aviation Security

Chapter 1

General Provisions

Article 1 Definitions

For the purpose of these exam regulations, the following definitions apply:

1. **Appeal:** contacting the NCTV to request a review of a decision on a ruling regarding a submitted complaint.
2. **Appeals Committee:** the committee appointed by the NCTV.
3. **BTBB:** Brigade Toezicht Beveiliging Burgerluchtvaart, Brigade for Oversight of Civil Aviation Security, part of the Royal Netherlands Marechaussee (KMar).
4. **Cito:** Institute for Test Development.
5. **Construction group:** the construction group appointed by the NCTV.
6. **Test:** the theoretical and standardized image interpretation tests to which these regulations apply.
7. **Certification Committee:** the committee appointed by the NCTV.
8. **Test Leader:** a person responsible for the conduct of proceedings at the test location.
9. **Candidate:** the person who takes part in the test.
10. **Complaint:** a written expression of dissatisfaction with the (test) procedure.
11. **NCTV:** Nationaal Coördinator Terrorismebestrijding en Veiligheid, National Coordinator for Counterterrorism and Security.
12. **Invigilator / Proctor:** invigilators or proctors are responsible for ensuring that the test is conducted properly and in accordance with these test regulations.
13. **Register:** a candidate who has obtained a certificate is recorded in the designated register with their name and date of attainment.

Article 2 Application of these regulations

These regulations apply to the theoretical and image interpretation tests administered by Cito on behalf of the Minister of Justice and Security.. A complete list of tests can be found [here](#).

Article 3 Nature and content of the tests

1. A theoretical test as referred to in Article 2 consists of 20 multiple-choice questions. Exceptions are the theoretical tests Basic training in Civil Aviation Security (Basisopleiding Beveiliging Burgerluchtvaart (BOBB)) and Security Manager, which contain 40 multiple-choice questions, and the theoretical test Supervisor, which contains 30 multiple-choice questions. The standardized image interpretation test consists of 128 images and is only available in English.
2. All tests are administered at a location appointed and approved by Cito.
3. All theoretical tests are available in Dutch and English.

Chapter 2

Tasks and responsibilities

Article 4 Certification Committee

1. De NCTV appoints an certification committee. .
2. The certification committee consists of at least five (5) members, including representatives from the NCTV, the BTBB, Cito (in an advisory capacity), and a subject matter expert (in an advisory capacity) for each field (cargo/airports). The certification committee may also appoint members temporarily, for example, to handle complaints or to approve test questions. Members of the certification committee are independent; they must not be

trainers.

3. The tasks of the certification committee are:
 - a. Commissioning the amendment of, and establishing, the final objectives, test matrices, test component, and the pass mark;
 - b. Making decisions regarding measures to be taken if irregularities occur during a test session, in accordance with the specifications described in Article 11;
 - c. Handling complaints related to the content of a test, in accordance with the specifications described in Article 16;
 - d. Periodically reviewing and updating the test regulations;
 - e. To meet at least two (2) times per year for consultations.

Article 5 Appeals Committee

1. The NCTV appoints an Appeals Committee to handle appeals.
2. The Appeals Committee must be a different delegation from the Certification Committee than the substantive case handler and must include at least one (1) representative from the NCTV.
3. The task of the Appeals Committee is to make decisions in response to an appeal, in accordance with the specifications described in Article 17.

Article 6 Construction Group

1. De Certification Committee shall appoint a construction group for the development of the theoretical exams referred to in Article 2.
2. The construction group consists of at least three (3) members who are subject-matter experts in their fields. Cito may be asked by the Certification Committee to provide advice on appointments.
3. The tasks of the construction group are:
 - a. developing final objectives;
 - b. developing a test matrix;
 - c. developing the components of the tests;
 - d. proposing the pass mark.

The final objectives, test matrix, test components and pass mark shall be submitted by the construction group to the Certification Committee for review and approval.

Chapter 3 Admission, booking, rescheduling or cancellation of a test

Article 7 Admission

Only candidates who are registered by the training institution(s) and who meet the admission requirements for the course will be admitted to the test.

Article 8 Booking of a test

Training institutions register candidates via the ePlanner. A confirmation of the booking is sent by e-mail to the candidate.

Candidates who are registered on Fridays after 12.00 (12 pm) can only take the test from Tuesday onwards, since these registration will be processed on Mondays.

Article 9 Rescheduling or cancellation of a test

1. The general terms and conditions stated on the website <https://eureka-examens.nl/> apply to cancelling or rescheduling an exam.
2. If during the test administration the candidate discovers that the wrong test has been

booked for them, they must contact their training provider. The training provider must book a new test for the candidate via the ePlanner.

Chapter 4 Administration of the test

Article 10 Confirmation

A candidate will receive by e-mail a confirmation of the booking, the site regulations, and directions to the location. The candidate is reminded that they must present valid identification, as described in Article 11, paragraph 2.

Article 11 During the test

1. The candidate must arrive at the test location no later than 15 minutes before the start of the test.
2. The candidate shall present the test leader at the test location a form of identification that is valid at the time of the test. Valid forms of identification are: a passport, a European identity card and a driver's licence.
3. Personal belongings and all means of communication (including mobile phones, smartwatches and headphones/ear phones) are not allowed to be brought into the test room and must be stored in a locker.
4. Eating, drinking and leaving the room to use the toilet during the test are not permitted.
5. Pens, scrap paper and earplugs are available in the test room.

Article 12 Fraud / irregularities

1. In the event of fraud or other irregularities, a report shall be made in the logbook associated with the exam booking. The invigilator/proctor shall write this report.
2. On the basis of fraud or an irregularity, the Certification Committee may declare the test taken by the candidate invalid and exclude the candidate from participating in a retake for a maximum period of six (6) months.

Chapter 5 Result and resit(s)

Article 13 Result

1. After the theoretical test the candidate will see a provisional result on the screen. In addition, the candidate will receive the provisional result by e-mail on the test day after 7 pm (19.00). The result is expressed as: pass/fail.
2. After the standardized image interpretation test the candidate will see a provisional result on the screen. In addition, the candidate will receive the provisional result by e-mail on the following times:
 - Tests taken between 8 AM (08.00 uur) and 12 PM (12.00 uur): email after 2 PM (14.00 uur).
 - Tests taken between 12 PM (12.00 uur) and 4 PM (16.00 uur): email after 6 PM (18.00 uur).
 - Tests taken after 4 PM (16.00 uur): email the following morning after 10 AM (10.00 uur).
 - Tests possibly taken on the weekend: email the following Monday after 10 AM (10.00 uur).
3. Cito will send the candidate the certificate digitally, provided all conditions have been met. The [website](#) describes which conditions apply to each certificate. The certificate will also be recorded in the register.

4.

Article 14 Resit(s)

In principle, a candidate may take the test as often as they wish, subject to the other provisions of these regulations.

Article 15 Saving and viewing of test materials

1. Cito retains the candidate's test answers and the scores awarded for one (1) year from the test date. Thereafter the data will be anonymised. Five (5) years after the test date the data will be archived.
2. Viewing of the (complete) test or reviewing the test questions is not possible. After the test, candidates receive feedback per test component in the form of an overview of the amount of correctly answered questions per component.

Chapter 6 Complaints and appeals

Article 16 Complaints

1. A candidate may submit complaints relating to an test in writing or electronically to Cito within six (6) weeks after the publication of the final result.
2. A candidate sends the complaint to the following address:
Cito
attn.: Examination Committee Civil Aviation Security
P.O. Box 1034
6801 MG Arnhem
The complaint may also be sent by e-mail to: examens-nctv@cito.nl.
3. Cito handles complaints concerning the organisation of the tests and provides the NCTV with an overview of reported complaints. Complaints concerning test content are forwarded by Cito to the Certification Committee for review.
4. The Certification Committee or Cito shall decide within six (6) weeks of receipt of the complaint whether measures will be taken in response to the complaint and, if so, which measures.
5. Cito, in name of the Certification Committee, shall communicate the decision to the candidate in writing, by e-mail. A procedural complaint shall in no case result in an adjustment of the test result.
6. A content-related complaint concerns the content of one or more test questions and may lead to an adjustment of the test result. The Certification Committee determines whether the complaint is substantively well founded.
7. Filing complaints is free of charge.

Article 17 Appeal

1. A candidate may appeal to the Appeals Committee against a decision pursuant to Article 16.
2. The candidate must submit the appeal in writing or by e-mail to the Appeals Committee within two (2) weeks after being notified of the decision of the Examination Committee or Cito. A candidate must send the appeal to the following address:
NCTV
attn.: Head of the Civil Aviation Security Department
P.O. Box 16950
2500 BZ The Hague
The appeal may also be sent by e-mail to: bblv@minjenv.nl.
3. The Appeals Committee shall decide on the appeal within four (4) weeks of receipt.
4. The Appeals Committee shall notify its decision in writing, by e-mail, to the

candidate and to the Certification Committee within four (4) weeks.

Chapter 7 **Other provisions**

Article 18 **Alternative method of testing**

Under special circumstances, the Certification Committee may permit a candidate to take the test wholly or partly in a manner adapted to the candidate's needs. The training institution may contact the Certification Committee for this purpose via examens-nctv@cito.nl.

Article 19 **Unforeseen circumstances**

In cases not provided for in these regulations, the Certification Committee shall decide.

Article 20 **Confidentiality**

1. Any person involved in the implementation of, or subject to, these regulations who obtains access to information that they know, or reasonably should suspect, to be confidential is obliged to maintain its confidentiality.
2. Paragraph 1 does not apply if disclosure is required by law or if disclosure follows from the person's duties in the performance of these regulations.