

EXAM RULES

Regels m.b.t. COVID-19

You are urged to make a safe exam possible:

- **Mouth mask mandatory! Bring your own mouth mask.**
From entering the building where the exam will take place up to leaving the building wearing a mouth mask is mandatory
 - **During the verification of your identification, the mouth mask must be removed briefly**
 - **During the exam you may remove the mouth mask**
 - After you have completed your exam and when leaving the examination room and building wearing a mouth mask is again mandatory.
- **Without a mouth mask you will not be admitted to the exam**
- **If you are ill or have a fever, you are not allowed to take an exam!**
- **Wait outside. Keep at least 1.5 metres distance from others. If there is space in the queue you may enter.**
- **In the hall there is a table with latex gloves. Put on gloves immediately.**
- **Keep a minimum distance of 1.5 metres in line. Wait behind each marker until you can move to the next marker.**
- **The 1st candidate is admitted about 15 minutes before the start of the exam. Then candidates are allowed to enter 1 by 1.**
- **Show your ID via the plastic screen or at a safe distance from the examiner if he/she requests it.**
- **Warn the examiner when you have completed your exam. Throw the gloves in the bin at the reception. Then go outside immediately.**

Identification

You have to identify yourself by showing an **original and valid ID** to the examiner (**important: foreign driver's licenses are not allowed**).

If you do not bring your original and valid document or if you are unable or unwilling to show it, you will not be allowed to make your exam. Your exam will be declared invalid and you will still be required to pay for the exam.

Before the exam starts

You need to be present at the exam location at least 15 minutes before the exam starts. Before starting the exam the examiner will check your ID, will assign a seat and you will receive your log-in credentials for your exam.

Important:

You must check your personal data mentioned on the login form yourself so that the correct personal details are shown on the diploma.

If your name, initials, or your date of birth are incorrect you must report this to the examiner immediately.

Being too late

Candidates arriving up to 15 minutes late after the start of the exam will be admitted. Lost time will not be compensated.

Rules during the exam

- You need to follow the instructions of the examiner at all times.
- The exam will be conducted on a PC or tablet or must be made on the paper provided by the examiner.
- **Before starting the exam you must check whether your name is displayed on the screen and whether the type of the exam on the screen is correct.**
- In case of a paper-based exam you are only allowed to use a pencil for filling out the multiple-choice form.
- You are only allowed to start the exam when the examiner has given permission for this.
- **Important:**
 - **It is not allowed to have any communication equipment,- cell phones, audio and/or video recording equipment- in the examination room in your possession.**
 - **If it is determined during the tests that you have such equipment with you, your participation will be terminated immediately and your exam will be declared invalid and you will still be required to pay for the exam.**

Candidates with a breakdown service, heavily pregnant partners, illnesses or otherwise who have a good reason to be reachable by phone, must make a choice between the telephone and the examination.

- It is not allowed to have any materials on your table other than the necessities provided by the examiner.
- It is prohibited to talk with other candidates, to look at each other's work or to borrow something from each other without permission of the examiner.
- Smoking is not allowed.
- In case you have any questions or comments during the exam, you should raise your hand. The examiner will approach you to answer your question.

- It is not allowed to exit the examination room during the exam. If you find this necessary for any reason, you must ask the examiner for permission to exit the examination room. Leaving the examination room signifies that you have finalized the exam.
- In case you do not strictly follow these exam rules and instructions of the examiner your participation can be terminated immediately and be declared invalid.

Content of the exam

CBT exams are conducted on a PC or tablet. The questions will be presented one at a time.

Hinder or fraud

You must ensure that other candidates are not disturbed by you. You are therefore not allowed to talk and mobile phones must be turned off. If you disturb other candidates or you are a nuisance the examiner has the right to terminate your participation immediately and declare your exam invalid.

In case you are caught performing fraudulent activities (such as cheating etc.) your participation will be terminated immediately and declared invalid.

If you take part in the exam in an illegitimate manner or commit acts of fraud prior to, during or after the examination, you can be sanctioned by an examiner. Possible sanctions are exclusions of participation or disregarding your participation. Your answers will then not be checked and you will not receive a result.

End of exam

Once you have finalized your exam you must raise your hand to make this clear to the examiner. The examiner will approach you or will give you permission to approach him/her. In case of a paper-based exam you will then give the exam and answer form to the examiner.

As soon as the maximum allotted time has expired the examiner will end the exam, even if you have not yet answered all the questions.

Exam results

After you have closed your CBT exam, you will immediately see a **provisional** result. No rights can be derived from this.

Your exam will be assessed by the Examination Institute within 3-4 working days after your exam date. In general you will receive an e-mail containing the results 3-4 working days after your exam.

If the provisional result indicates that you have not passed the exam, we advise you to wait for the official result before you subscribe for a new exam. If you did not pass the exam, we advise you to register for a new exam as soon as possible. You can reserve your exam through www.vcadirect.com.

Important! regarding VCA only

In case you passed the exam, you will be granted a certificate number by the Examination Institute approx. 1 week after your exam date. This number will be registered at the official Central Diploma Register. You can consult this register through <http://www.vca.ssvv.nl>.

Certificate

Posting

You will receive your certificate and card approx. 3 weeks after your exam date.

Important!

Unfortunately it can occur that mail does not arrive. **In case you did not receive your certificate 3 weeks after your exam date please contact our Customer Support department.** Send an e-mail to customersupport@plusport.com mentioning your name, date of birth, the exam you have done, on which date and in which city it took place, and let us know that you did not yet receive your certificate. We will have a look into the reason and get in touch with you as soon as possible.

Important! Regarding VCA only: Your details in the CDR Register

The details that you provided will be printed on your certificate. Before the start of the exam you will be asked to check your personal details. Once your certificate has been provided you will have to adhere to the following rules in case you would like to change details on your certificate:

1. Changes up to 4 weeks after issue of the certificate:

Up to 4 weeks after your certificate has being issued it is possible to have errors corrected. You should send an e-mail to customersupport@plusport.com mentioning the required changes and including a copy of your valid ID on which you have made the BSN illegible. You also must send your current certificate back to us: PlusPort B.V., Gevers Deynootweg 61, 2586 BJ Den Haag. Our Customer Support will apply for a new certificate at the examination institute as soon as your e-mail and copy of your valid-ID is received. The new certificate will only be sent once our Customer Support department has received the original certificate from you. Only the birth or maiden name will be mentioned on the certificate

2. Changes 4 weeks after issue of the certificate:

If you wish to make changes 4 weeks or more after the issue date of your certificate you should make a request for changing your details directly through the 'Centraal Diploma Register VCA'. After you have paid the administrative fees you can fill in the relevant form and you can sent this to VCA Infra (info@vcainfra.nl). Once you received an email back from VCA Infra that your details have been changed you must send an e-mail to customersupport@plusport.com mentioning that your details in the CDR register have been changed and that you would like to receive a revised certificate. Furthermore, you will send the previously issued certificate back to us: PlusPort B.V., Gevers Deynootweg 61, 2586 BJ Den Haag. Our Customer Support will apply for a new certificate at the examination institute. The new certificate will only be sent once our Customer Support department has received the original certificate from you.

Complaint about the exam

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At the start of each exam, the examiner will explain that you can submit a complaint if you feel that a question does not match the course material or that a question is unclear. The examiner has special complaint forms for this.

If you wish to file a complaint regarding the content of the exam and/or about an incident during the exam this must be done in writing, addressed to the Examination Institute. You should ask the examiner for the relevant complaint form.

You must complete the form and send it to the address published on the form. The examination institute will then process your complaint and will contact you.

Complaints about the teaching materials should be sent to customersupport@plusport.com

Appeal against the result of your exam

Appeal against the result of your VCA exam

If you have not passed and you want to raise an appeal regarding the results of your exam, you have the option to view your exam. You can only view your exam at the office of VCA Infra in Amersfoort, the Netherlands.

To view the exam following procedure applies:

1. You send an e-mail to customersupport@plusport.com mentioning you wish to view your exam
2. Our Customer Support forward your appeal to the examination institute and asks this institute to make an appointment for you at VCA Infra (only examination institutes are allowed to make appointments)
3. The examination institute takes your appeal over from our Customer Support over and will arrange an appointment for you at VCA Infra
4. After VCA Infra received the copy of your valid ID VCA Infra proposes several dates
5. Viewing your exam is only possible at the offices of VCA Infra in Amersfoort, the Netherlands
6. You will only be admitted after showing your valid ID
7. You have 30 minutes to view your exam
8. You are not allowed to make notes or copy your exam
9. You are not allowed to take someone with you to join you when viewing the exam

From experience we advise you not to start the procedure of viewing the exam considering you will receive completely different questions during your next exam. Instead we advise you to review the theory thoroughly and enrol for another exam.

In case you have questions or, in spite of our advice, you want to start the viewing procedure, please do not hesitate to contact us.

Appeal against the result of another exam

If you have not passed and you want to raise an appeal regarding the results of your exam, an application can be submitted to view your exam. You can only view your exam at the office of PBNA in Zwijndrecht, the Netherlands. The costs for viewing the exam must be paid at the office of PBNA.

To view the exam following procedure applies:

1. You send an e-mail to customersupport@plusport.com mentioning you wish to view your exam
2. Our Customer Support forward your appeal to the examination institute and asks this institute to make an appointment with you)
3. The examination institute takes your appeal over from our Customer Support over and will arrange an appointment for you
4. Viewing your exam is only possible at the offices of PBNA in Zwijndrecht, the Netherlands
5. You have 30 minutes to view your exam
6. You are not allowed to make notes or copy your exam
7. You are not allowed to take someone with you to join you when viewing the exam

General Conditions

Our General Course conditions apply.

Cancellation by the exam institute

It is possible that the exam institute is forced to cancel an exam. We therefore has the right to cancel an exam without being liable to pay for damages or costs you have made.

Cancellation of an exam will always be communicated by e-mail to the e-mail address you have provided upon enrolment.

After this e-mail is sent we will call you in order to arrange an alternative. Following alternatives will be offered:

- a. The same date at another location (in a different city)
- b. Another date at the same location

The candidate has the right to decline the alternatives offered which leads to full reimbursement of the examination fees.

Rescheduling or cancellation by candidate

Instead of cancelling your exam you could be required to change the date of your exam.

For changing the date of your exam following rules apply:

Rescheduling	Costs
Until 6 working days prior to the exam	No costs
Less than 5 working days prior to the exam	Not possible
On the day of the exam	Not possible

- *The Examination institute accepts rescheduling only until 6 working days prior to the exam*

For cancellation following rules apply:

Cancellation	Costs
Until 6 working days prior to the exam	No costs

<p>5 or less working days prior to the exam <i>No costs will be charged in case you have to cancel due to death (personally or 1st line), hospitalisation (personally or 1st line) or personal illness as long as:</i></p> <p><i>a. the cancellation has been received by PlusPort prior to the exam and</i> <i>b. within 7 working days a medical statement is received by PlusPort</i> <i>In case you are not able or willing to provide a medical statement within 7 working days it is not possible to cancel your exam without incurring costs.</i></p>	<p>100%</p>
<p>Being too late</p>	<p>100%</p>

Important

- Request for changing the date of your exam or cancellation of your exam should be done by sending an e-mail to customersupport@plusport.com.

Force majeure examination

1. If, in the reasonable judgment of the exam supplier of PlusPort BV, a situation of force majeure gives cause to do so, it shall have the right to terminate the agreement in whole or in part or to temporarily suspend the performance of the agreement, without being obliged to pay any compensation.
2. Force majeure means in these conditions, in addition to what is understood in the law and jurisprudence, all external causes, foreseen or unforeseen, on which the exam provider of PlusPort BV can exert no influence, as a result of which fulfillment of its obligations is prevented in whole or in part. or as a result of which fulfillment of its obligations cannot reasonably be expected from the exam provider of PlusPort BV. These circumstances include strikes, fire, illness, theft, business failures, power failures, non-delivery or late delivery by suppliers or other third parties engaged, earthquakes, measures by any government agency, force majeure of a third party engaged, consequences of hacking and technical malfunctions. Force majeure also means malfunctions in a (telecommunication) network or connection or used communication systems and / or suspension or withdrawal of a recognition granted to the exam supplier to be able to take examinations of a specific subject.
3. Any prepaid funds by the client will only be reimbursed pro rata by PlusPort BV after deduction of 20% of the total invoice value as compensation for the costs already incurred by PlusPort BV, under the condition that the exam supplier does not charge any costs to PlusPort BV. If the exam supplier does charge costs to PlusPort BV, these costs will also be deducted from any costs prepaid by the client. If the paid amount is less than 20% of the total invoice value, there will be no refund.
4. If the force majeure concerns a particular exam, the exam supplier of PlusPort BV will - if possible - try to determine a different time or day for this exam.

5. With regard to VCA exams, no emergency examinations (on paper) may be used from 4 September 2017 onwards. This means that if the CBT exam (Computer Based Testing) cannot be performed, the exam must be cancelled, and a new examination moment must be scheduled. If such a situation occurs, there is force majeure as described in article 2.