

Examination regulations SVWOH examinations for the proficiency profiles

Assistant scaffolder
Scaffolder
Lead scaffolder
Scaffolding inspector
Foreman
Safety assessment scaffolding 1 (<i>Veiligheidsbeoordeling steigers 1, VBS1</i>)
Safety assessment scaffolding 2 (<i>Veiligheidsbeoordeling steigers 2, VBS2</i>)

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Under management of:

Stichting Veilig Werken op Hoogte
(Safe Working at Height
Foundation) (SVWOH)

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1. OBJECTIVE, STATUS AND GENERAL PROVISIONS

The certification of persons in accordance with the SVWOH personal certification schemes is subject to conditions.

This applies both to the persons involved in the examination and certification process and to the certification and examination process.

Examinations may be outsourced to an Examination Body with which both the Certifying Body (CB) and SVWOH have entered into an agreement.

All persons involved in the examination must have been appointed by the CB.

The accreditation standard ISO/IEC 17024 states the following:

The certification body shall require its employed or contracted persons to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality and those relating to independence from commercial and other interests, and from any prior and/or present link with the persons to be examined that would compromise impartiality.

In accordance with ISO/IEC 17024, a CB can and may work with employed and contracted persons. In order to guarantee the quality and independence of examination staff, a CB active in the certification of persons under SVWOH may only use certification and examination staff listed in the SVWOH register.

In order to be valid, the testing of candidates must meet the conditions set out in these examination regulations. The examination regulations are assessed annually by the Examination Board on their content and applicability, and to check whether they are up to date.

Every CB that certifies persons in accordance with the certification schemes managed by SVWOH must apply these examination regulations.

The examination regulations can be downloaded from the websites of SVWOH and the CB with which SVWOH has entered into an agreement, and are available for inspection during each examination.

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2. TERMS AND DEFINITIONS

2.1 Certification body (CB)

The CB has an agreement with SVWOH and is responsible for issuing personal certificates within the certification schemes used by SVWOH.

2.2 Examination Body (EB)

By order of the CB, the Examination Body ensures that the proper procedures are adhered to with regard to the preparation, execution and processing of the examinations, as well as the reports on this to the CB, which then takes care of the final assessment and determination of the examination results.

2.3 The SVWOH Examination Board

The SVWOH has established an Examination Board consisting of persons who are independent from trainers.

The permanent SVWOH Examination Board consists of at least six members in total with the following roles:

1. independent Examination Board chairperson;
2. independent Examination Board secretary;
3. Examination Board members.

In addition to the independent chairperson and the secretary, there are at least four members on the Examination Board. These members are recruited from the following disciplines:

- expert in the content of the various certification schemes (representatives of trade associations for Working at Height);
- expert with respect to examination content (test expert and representatives of trade associations);
- expert with respect to examination processes and ISO 17024 (testing expert and CB).

The current composition of the Examination Board is published on the SVWOH website.

2.4. Certificate of professional competence/personal certificate

A certificate of professional competence (also referred to as a 'personal certificate') is issued by the CB for a specific field of competence.

The Certificate Holder undertakes to the CB to comply with the conditions of validity associated with the Certificate of Competence. The Certificate of Competence is issued in the name of the person and the conditions for the certificate are stated in an agreement between the holder and the CB.

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2.5 Practical examiner

The person appointed by the CB to:

- Conduct practical examinations. The examiner is responsible for determining whether, and to what extent the candidate's knowledge, skills and attitude meet the requirements set for the practical examination.
- Assess the results of the completed examinations. The Examiner assesses the practical assignments in accordance with the documents approved by the Examination Board.
- Apply the examination regulations, including the implementation regulations and the examination requirements when conducting the practical examination.

2.6 Theory examination supervisor

The person appointed by the CB to conduct theory examinations. A theory examination supervisor ensures compliance with and implementation of the examination regulations when conducting the theoretical examination.

2.7 Assessor of theoretical and practical examinations

The person appointed by the CB to assess the results of the completed examinations. The assessor must assess the results of the theoretical and practical examinations within the period set by the CB and indicate a grade according to the methodology stated in the specific certification scheme.

2.8 Candidate

Participant in the examination/re-examination.

2.9 Certificate Decision-maker

The person appointed by the CB to make the decision to award the certificate.

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3. CERTIFICATION AND EXAMINATION STAFF

Certification and examination staff must be registered with SVWOH by the CB. SVWOH records all of the registrations and deregistrations in an overview/register of examination staff.

Only the persons registered with SVWOH may be used by the affiliated CB to conduct examinations.

The CB is responsible for assessing whether certification and examination staff meet the requirements. The CB must have a procedure that guarantees the appointment of qualified certification and examination staff.

CB must maintain qualification files for the positions listed below and ensure registration with SVWOH.

Examiners are obliged to take part in meetings organised periodically by SVWOH (Examination Board) concerning the coordination and evaluation of the examinations to be conducted or assessed by the examiners. In the event that any of them are unable to attend, the examination board will send a report or summary of the meeting to the CB. The CB will then send this report to the absent examiners.

3.1 Examination staff requirements

Examination Chairperson

An examination chairperson is appointed from among the examiners for each examination. The tasks and responsibilities of the examination chairperson are described in point 4.7.

Practical and theoretical exam supervisor

1. Has command of written and spoken Dutch and/or English and/or German;
2. Has good communication and interpersonal skills;
3. Acts autonomously, objectively and independently;
4. Acts ethically and with integrity;
5. Acts in an organised and decisive way;
6. Is familiar with the examination regulations;
7. Is employed by or contracted to the CB;
8. Has signed a declaration with respect to the confidentiality, independence and privacy of the examinations with the Examination Body and/or CB.

Practical examiner

1. All requirements as set for the examination supervisor;
2. Must have a valid and recognised Scaffolding Inspector Personal Certificate. In addition, the Scaffolding Inspector must have obtained a minimum score of 70% for the examination. A Scaffolding Inspector who wishes to become or remain an examiner must do exams at an EB for which they do not conduct examinations, or at DNV GL;
3. Minimum of five years of proven work experience at Lead Scaffolder level;
4. Anyone conducting the Foreman examination must hold a valid Foreman personal certificate;
5. The score of the prospective examiner may not deviate from the experienced examiner's score by more than 10% in the mock examination for qualification as an examiner;
6. Must work at least three times together with an experienced examiner;
7. Can make decisions objectively and without prejudice and acts impartially, objectively and

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- independently;
8. May not examine their own employees/colleagues;
 9. May not work as a trainer for the proficiency profiles at the SVWOH;
 10. Has thorough knowledge of the certification scheme, the examination regulations and the latest version of the Scaffolding Directive;
 11. Is employed by or contracted to the CB;
 12. Has signed a declaration with respect to the confidentiality, independence and privacy of the examinations.

Certificate Decision-maker

1. Thorough knowledge of the certification process for personal certification;
2. Not directly involved in conducting and assessing the results of theoretical and practical examinations;
3. Has thorough knowledge of the certification scheme, the examination regulations and the latest version of the Scaffolding Directive;
4. Is employed by the CB.

Before examination officials can be deployed, they must demonstrate that they meet the requirements of the CB. Proof that examination officials meet the requirements must be included in the application for inclusion in the SVWOH register.

3.2 SVWOH register of examination staff

The CB must demonstrate that certification and examination staff comply with the requirements before they are registered in the SVWOH list of examination staff.

The register is established and maintained by SVWOH. It is not public and can only be accessed by SVWOH and the CB that provided the applications. SVWOH does not communicate directly with the persons included in the register, but only via the responsible CB.

The following data are recorded for the persons in the register:

Name :
Date of birth :
Place of birth :
Examination country :
Examination language :

Conditions for registration are:

- Satisfy the requirements;
- Proposed by the CI;
- Signed declaration of confidentiality, integrity and independence.

These documents should be provided to SVWOH upon first request.

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4. THE EXAMINATION PROCESS

Access to the examination room during an examination shall be restricted to the candidate, the examination staff of the Examination Body and persons authorised to monitor the examination process.

4.1 Entry criteria for participation in the examination

The criteria for participation in the examination and issue of the personal certificate are included in the certification schemes.

Before the start of the examination, the Examination Body must establish that the candidate meets the admission criteria. To this end, the candidate must provide the required supporting documents prior to the examination. These will be checked by the CB and stored in the candidate's file.

4.2 Registration

The application of the candidate must be made in writing/by email to the Examination Body.

4.3 Remittance to SVWOH

After the personal certificate has been issued, the Examination Body must pay the remittance for each certified candidate to SVWOH. Inclusion in the Central Diploma Register (CDR) takes place after payment of the remittance to SVWOH.

4.4 Notice/invitation

Candidates who have registered will receive a notice/invitation prior to the examination with details of the location, date and time of the examination.

4.5 Attendance and identification

Candidates must be able to identify themselves by means of a valid identification document (passport, ID card, European driving licence or Dutch alien document). Candidates must be present in good time before the start of the examination, in accordance with the instructions in the call for candidates.

The action to be taken if the candidate fails to appear or is not present on time must be included in the General Terms and Conditions and/or the regulations of the Examination Bodies.

4.6 Location of theory and practical exams

The theory exam is to be taken at a location that meets the requirements set by the Examination Board. These requirements are formulated in the appendix to these Examination Regulations.

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4.7 Examination Chairperson

An examination chairperson is appointed from among the examiners for each examination.

The tasks and responsibilities of the examination chairperson are as follows:

- Receipt and checking of the examination assignments and examination resources from the Examination Body.
- Supervision of the examination and the related organisational work.
- Checking (or having someone check) the identity of the examination candidates.
- Ensuring the confidentiality of the examination assignments.
- Assessment of examination locations.
- Issuing and gathering up the examination papers and resources.
- Ensuring good order during the examination, and other matters as described in the examination regulations and in its instructions.
- Drawing up the official report.

The tasks and responsibilities for the theory examination may also be carried out by an authorised Supervisor. However, the examination chairperson is and remains responsible.

4.8 Duration of the exam

With respect to the duration of the examinations, reference will be made to the relevant sub-statutes or certification scheme.

4.9 Exams in foreign languages

The exams are made available in the Dutch language by default.

An Examination Body can submit a request to SVWOH to translate the Dutch examination into a foreign language. The examinations can be made available in the following foreign languages:

Assistant scaffolder: all languages

Scaffolder: all languages

Lead scaffolder: all languages

Scaffolding inspector: English, German and French

Foreman: N/A

Safety assessment scaffolding 1 (*Veiligheidsbeoordeling steigers 1*, VBS1): English, German and French

Safety assessment scaffolding 2 (*Veiligheidsbeoordeling steigers 2*, VBS2): English, German and French

Reading examination, all profiles: English

The procedure for requesting foreign translations is included in the certification schemes.

4.10 Order and requirements when conducting a theoretical and practical examination

- No contact is permitted between candidates or between the candidate and the examiners during an examination, except where organisational information is concerned.
- All communication equipment must be turned off while the candidate is in the examination room or at the examination location.
- The candidate may not leave the examination room or examination location during the examination, except with the permission of the examination chairperson or supervisor.
- If a candidate finishes the examination earlier, the candidate may leave the examination room after obtaining permission from the examiner. In the case of an examination done on paper, the examiner will collect all examination documents and check them for completeness before

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giving the candidate permission to leave the room; in the case of a digital examination, the examiner will ensure that the examination has been completed correctly and will collect any items provided to the candidate for the purpose of doing the examination.

- Latecomers may no longer be admitted once the first candidate has finished and left the examination room.
- Prior to taking the practical exam, the examiner makes a visual inspection to check the safety harness and the other personal protective equipment (PPE) for compliance with the applicable regulations.
- A maximum of nine candidates per examiner will be examined for the practical exam.

4.11 Measures in the event of attempted fraud or irregularities

- Violation of the confidentiality of the examination assignments by copying them in any way is not permitted. If it is established that confidentiality has been violated, the CB will claim damages and/or report the commission of a crime to the Public Prosecutor (Article 272 of the Penal Code¹).
- A candidate who unlawfully takes part in an examination or engages in fraudulent acts prior to, during, or after the examination that relate to the examination may be sanctioned. This is at the discretion of the competent person of the Examination Bodies and/or the competent person of the CB.

1 Text of Article 272 Penal Code

Any person who intentionally violates any secret which he knows or has reasonable cause to suspect he is obliged to keep by reason of his office, profession or a statutory requirement, or his former office or profession, shall be liable to a term of imprisonment not exceeding one year or a fine of the fourth category

Sanctions are as follows:

- The result of the candidate will be revoked and any certificates issued will be declared invalid.
- The candidate will be deemed not to have taken part in the examination. The examination work will not be assessed and no results will be given.
- The candidate will be excluded from further participation in the examination and upcoming exams for the duration of one year. The fraud will be reported to SVWOH.

The exam fee is not refundable in these situations.

4.12 Regulation in the event of absence

A regulation must be included in the General Terms and Conditions and/or the regulations of the Examination Bodies.

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4.13 Procedure in the event of a fatal error (KO) during the practical examination

During the practical examination, a candidate may make what are known as fatal errors (knockouts). The details of this procedure are included in the list of criteria underlying the assessment form for the practical examination.

4.14 SVWOH procedure for alternative examination

If candidates have problems with a digital theory examination, the Examination Body, after approval by the CB, can offer an alternative based on its own authority and expertise. This alternative meets the same conditions as the regular examination and applies only to the theory examination. There are two categories of candidates for whom an alternative examination is possible:

- candidates with demonstrable dyslexia; and
- candidates who are so afraid of the examination that they are unable to express their knowledge on a computer.

An alternative examination is:

- A digital examination in which candidates are given 50% extra time to accommodate difficulties with reading/understanding.
Candidates with dyslexia can only take an extended examination upon presentation of a dyslexia statement issued by a psychologist, remedial educationalist or doctor.
- An oral examination in which the supervisor/examiner reads out the questions. For an oral examination, the supervisor/examiner uses a digital examination in the candidate's name, which they read aloud to the candidate. The exam is completed digitally.

Either the candidate, or if they are not technically proficient, the supervisor, enters the desired answer digitally. Based on the four eyes/four ears principle, a supervisor and a second subject-matter expert who speaks the language in question will be present at the reading examination, or alternatively, the oral examination will be recorded.

An alternative examination for candidates may only take place after the candidate has failed the regular examination once. This does not apply to candidates with a dyslexia certificate.

A candidate submits a written request to the Examination Body for permission to take an alternative theory exam.

The Examination Body will inform the CB about the alternative examination.

Foreman candidates can only take the extended examination if they provide a dyslexia certificate.

4.15 Supervision of practical examinations

For those competency profiles for which DNV GL licenses an Examination Body, DNV GL will attend an examination unannounced at least once a year in all countries in which the Examination Body conducts examinations. The following conditions apply:

- Examinations abroad are conducted by Examiners who have had an authorisation agreement with DNV GL for at least three years, and who have conducted examinations at least four times a year in those three years.
- An Examination Body may conduct examinations abroad after it has examined in the Netherlands for at least one year under an licence agreement from DNV GL.

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5. ASSESSMENT OF EXAMINATION PAPERS AND CERTIFICATION

5.1 The composition of the exams and the pass mark

The composition of and the pass mark for the examinations are in accordance with the relevant sub-statutes or certification schemes.

5.2 Checking examination work

The candidate's examination work will be checked by the Examination Body.

Closed-question examinations will be checked manually/digitally.

Practical examination assignments will be assessed digitally based on assessment protocols provided by SVWOH.

The CB's certificate decision-maker will deliver the final assessment and determination (decision) of the examination result.

5.3 Fatal errors (knockouts)

Practical examinations can include what are known as knockouts: an action during the practical examination that could be dangerous for the candidate or the environment. The examination assessment forms explicitly state which actions are included in the assignment. The practical examination may contain a maximum of three (3) knockouts per examination candidate.

5.4 Period of validity of the examination result and re-examination

These are included in the relevant certification scheme.

5.5 Announcement of examination result

The Examination Body may announce a preliminary result, provided that it states that the final result will be determined by the CB. No rights can be derived from the preliminary results.

Examination results will be announced in writing. If the candidate has passed and the payment obligations have been met, the CB will issue the personal certificate and SVWOH will register the personal certificate in the Central Diploma Register (CDR).

5.6 Effective date of the certificate

The effective date of the certificate is the date of the certification decision. The end date is five years after the certification date.

5.7 Recertification

The recertification conditions are described in the relevant certification scheme.

5.8 Registration in the Central Diploma Register (CDR)

In accordance with the prevailing legislation, SVWOH registers all personal certificates in the SSVV Central Diploma Register (CDR). For registration in the Central Diploma Register (CDR), the candidate must have a valid Dutch Safety, Health and Environment Checklist Contractors (SSC) certificate (*Veiligheid, Gezondheid en Milieu Checklist Aannemers, VCA*).

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5.9 Retention period

Completed examination work will be kept for six years.

5.10 Right of inspection

If a candidate has failed one or more parts of their examination, they may inspect the examination documents no later than four weeks after written notification of the final result for their practical or theoretical examination.

Only the candidate may inspect the examination they have completed. Candidates do not have the right to inspect examinations that they passed, or parts of the examination that they passed.

If a candidate wishes to exercise their right of inspection, they must submit a written request to the CB in advance. Within two weeks after receipt of the request, a date will be set for the candidate to come to the CB office to inspect their examination documents.

The cost of the inspection is € 75 excl. VAT, and this must be paid prior to the inspection.

Upon inspection, the candidate must provide valid proof of identity and may not make any notes or recordings of the examination documents. Communication equipment must be switched off during inspection.

Violation of the confidentiality of the examination assignments in any way during the inspection is not permitted.

The CB will monitor this and, if it establishes that this provision has not been complied with, will claim compensation and/or report the commission of a crime to the Public Prosecutor (Article 272 of the Penal Code).

5.11 Foreign certificates

In accordance with Chapter 7.4 of the Scaffolding Directive, it is possible for EU residents working in the Netherlands for a limited period of time to have the equivalence of their certificates obtained abroad assessed.

SVWOH can assess these foreign personal certificates for equivalence in accordance with the Dutch final attainment and test targets. In order to qualify for this option, a written request must be made to SVWOH.

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6 COMPLAINTS, OBJECTIONS AND APPEALS

6.1 Complaint about the course of the exam

Candidates may submit a complaint about the way in which the examination proceeded.

Only complaints submitted in writing will be dealt with.

The CB registers these in the complaints overview. The CB will inform the complainant of the receipt of the complaint within 10 working days, indicating the period within which response will be made. Complaints are handled in accordance with the complaints regulations of the CB.

6.2 Complaints about the content or assessment of the examination

If a candidate disagrees with the content of examination questions or assignments, the assessment of the examination or the certification decision, the candidate may prepare a 'request for review'.

They can do so by means of the 'request for review' form, which is available at each examination and is issued on request.

The 'request for review' must contain at least the name and contact details of the applicant, and the applicant's reasons for submitting the request.

The candidate must clearly state why they believe that a question is incorrect or that their answer is correct. If the form is not completed in full, and/or no reason is given for its submission, the complaint will be declared inadmissible. The 'request for review' must be submitted within 10 working days after written notification of the certification decision.

Applications submitted too late will be declared inadmissible unless the applicant can prove that they are not to blame for the delay. The CB will assess whether the 'request for review' fulfils the above criteria.

The CB will inform the candidate about the assessment within 10 working days of receipt of the request. If the 'request for review' concerns the content of the questions or the content of the assessment protocol, the CB may decide to forward the request to the SVWOH Examination Board.

The candidate will be informed accordingly. The deadline for the delivery of the final decision to the candidate will then be extended to six weeks.

If a candidate, pending the evaluation of their request for review, re-takes the examination for their certificate in connection with the possible expiry of their certificate during the evaluation period, the costs of the re-examination must be borne by the candidate, even if their request for review is found to be justified. The candidate has the opportunity to take the examination and any re-examination for recertification three months before the expiration date. During that period, any request for review can be dealt with in full within the time limit set.

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6.3 Objection and appeal against CB decision

For the submission of objections and appeals, please refer to the regulations of the CB.

6.4 Other cases

In any cases not provided for in these Regulations, SVWOH will make the decision, possibly after consultation with the SVWOH Examination Board.

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Appendix

Theory examination

The theory examination is conducted digitally. The result will be visible in the system.

Scope of SVWOH Central Examination Bank

SVWOH provides a central examination bank that contains sufficient items for each competency profile. Annually at least 10% of the questions from the central examination bank must be refreshed.

Pass mark for theory examination

A candidate has passed if they have scored at least 60% of the possible points for the theory exam. Candidates who did not pass the theoretical part may take the examination again, once again in accordance with the conditions as stated in the Examination Regulations.

Practical examination

Scope of Central Examination Bank

SVWOH provides a central examination bank that contains at least two unique practical examinations.

Pass mark for practical examination

A candidate has passed if they have scored at least 60% of the possible points for the practical exam, and has not made any fatal errors (knockouts). Candidates who did not pass the practical part may take the examination again, once again in accordance with the conditions as stated in the Examination Regulations.

Cover plan

The cover plan shows where the final attainment targets are tested, either in the practical exam or in the theory exam. This cover plan is added to the examination documents.

Examination conditions

The practical exam is taken at a location that meets at least the following criteria:

- All the materials necessary to properly carry out the examination for the relevant competency profile must be present before the start of the examination;
- The location must be at least 200 m² in area and have at least 8 m free height;
- The location must have sufficient light or artificial light to enable safe working;
- There has recently been an RI&E carried out for the location;
- There is an Emergency Response Officer (ERO) present and reachable and/or the emergency numbers are known;
- A minimum of two candidates must be present to take a practical exam.

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