

Education and Examination Regulation

Betonvereniging

2027

- Education and Examination Regulations
- Complaints Procedure
- Fraud Regulations

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General

1. Scope of the Regulations

1. These regulations apply to the education and assessment of programs and courses offered by the Betonvereniging.
2. These regulations do not apply to programs and courses provided by the "Stichting BV/BmS Opleidingen".
3. These regulations replace all previous regulations.
4. These regulations apply from January 1, 2027 through December 31, 2027, for all programs and courses that start within this period.

2. Definitions

The following definitions apply in these regulations:

AI Tool

Any software application that processes or generates data (in whole or in part) using artificial intelligence.

Board

The board responsible for the governance of the Betonvereniging.

Certificate

A certificate of competence signed by the Betonvereniging, issued to participants who have met all requirements for successful completion of the relevant course.

Certificate of Attendance

A certificate signed by the Betonvereniging stating that the participant has met the attendance requirement for the relevant course.

Closed-book Examination

An examination during which the participant may not consult course materials or personal notes.

Course

An educational unit forming a coherent whole, for which the participant receives a certificate or certificate of attendance upon successful completion.

Diploma

A certificate of competence signed by the Betonvereniging, issued to participants who have met all requirements for successful completion of the relevant program.

Disability

Any condition that is chronic or permanent in nature and that structurally limits the participant in following education and/or taking examinations.

Disputes Committee (Geschillencommissie)

The committee to which members of the Netherlands Council for Training and Education (Nederlandse Raad voor Training en Opleiding, NRTO) are affiliated and to which a participant may submit a dispute after amicable consultation has taken

place and the internal complaints procedure of the Betonvereniging has been completed.

Education Portal

The institution's online information system relating to participant data, grade administration, and educational organization, operating under the name Mijn Beton.

Exam Constructor

The person or persons appointed to prepare examinations.

Examination

An assessment of the participant's knowledge, insight, and skills relating to a subject or practice, as well as the evaluation of the outcomes of that assessment by at least one examiner.

Examination Appeals Committee (Commissie van Beroep voor Examens)

The objections committee of the Netherlands Council for Training and Education (Nederlandse Raad voor Training en Opleiding, NRTO), to which a participant may submit a further objection against a decision of an examiner or examination committee.

Examiner (Committee)

The person or persons appointed to prepare, administer, and assess examinations.

Final Grade

The grade for an examination and/or course, rounded to a whole number.

Fraud

Any intentional or unintentional actions and/or omissions that prevent an objective assessment of the extent to which the learning outcomes, or parts thereof, have been achieved. This also includes submitting AI-generated output as one's own work without proper attribution or in violation of these regulations.

Generative AI (GenAI)

AI tools that create original content based on a prompt (text, code, images, audio, or video).

Institution

Betonvereniging.

Online Learning Environment

The institution's online information system relating to educational content, operating under the name Beton Academy.

Open-book Examination

An examination during which the participant may consult course materials and personal notes.

Participant

Any person who is enrolled to follow courses and/or take examinations at the institution.

Practical test

A practical assignment in one of the following forms:

- producing a report or trial design;
- carrying out a design or research assignment;
- executing a project.

Program

A trajectory consisting of at least two educational units that together form a coherent whole, for which the participant receives a diploma upon successful completion.

Program Manager

Responsible for the organization of the program or course. Acts as the contact person for participants and assesses exemption requests.

Study Guide

The digital or printed guide for a course or program containing specific information about that course or program, usually available in the online learning environment.

Supportive Use

Activities that facilitate a participant's own learning and writing process without substantively incorporating output generated by AI tools into the final product (for example, brainstorming, language correction, or translation).

Teaching Committee

The group of instructors within a course who jointly provide the education.

3. Admission to a Program, Course, or Examination

1. Participants are eligible for admission to programs and courses if they meet the specific admission requirements of the relevant program or course, as stated on the website.
 - a. The institution may request that the participant demonstrate compliance with the admission requirements by submitting a copy of a diploma, transcript, and/or list of completed courses.
 - b. A participant may submit a substantiated request for admission to the program manager if the prior education is insufficient for direct admission.
 - c. The program manager assesses the admission request within two weeks after receiving it.
 - d. For programs that include the course *Basiskennis Beton Technologie*, this certificate must have been obtained in 2012 or later. For the programs Betontechnoloog BV and Betontechnologisch Adviseur BV, we recommend a certificate for the course Basiskennis Beton Technologie obtained in 2022 or later.
2. Participants are eligible to take an examination if they have followed the relevant course.

- a. Participants are automatically registered for the examination or examinations associated with the course upon enrollment.
 - b. Participants who previously followed the course but did not take the examination at that time, or who obtained an insufficient grade, may re-register by submitting a fully completed registration form.
3. If a participant wishes to take an examination without previously having taken the relevant course, the participant must register for a stand-alone examination. The relevant program manager reviews the registration and, if necessary, contacts the participant for further information. The program manager then decides on admission.
4. Participants are eligible for admission to programs, courses, and examinations only if the course or examination fees have been paid in full.
 - a. Any deviations from this rule are assessed on an individual basis by the financial management appointed by the board.

4. Exemption from Course(s)

1. For several programs offered by the institution, exemptions may be granted. Below is an overview of the courses for which an exemption may be requested and the required supporting documentation.
 - a. Basiskennis Beton Algemeen or Basiskennis Beton Algemeen Online (Program Betonlaborant BV): certificate Betonvakman Basiscursus from BFBN OR certificate mbo-keuzedeel Betonbouw.
 - b. Basiskennis Beton Constructieleer (Program Betononderhoudskundige BV): bachelor's degree in Civil Engineering or Building Engineering, including transcript and course description for the course covering concrete structural design.
 - c. Basiskennis Beton Technologie (Programs Betontechnoloog BV, Betontechnologisch Adviseur and Betononderhoudskundige BV): diploma from Delft University of Technology, including transcript showing the master's course Concrete Science and Technology.
 - d. Practicum Beton Technologie (Program Betontechnoloog BV): diploma Betonlaborant BV with continuous education (nascholing).
2. An exemption for a course may be granted on the basis of a previously passed examination as described above. In the case of requirements relating to a bachelor's or master's degree, these must concern accredited higher education programs in the Netherlands, with content and study load largely corresponding to the examination for which the exemption is requested.
3. Competencies acquired elsewhere are not recognized.
4. A participant who wishes to request an exemption may upload the required documents during registration for the follow-up course or submit a substantiated written request by email to the program manager. This request must include the participant's name and participant number, the course for which an exemption is requested, and the supporting documentation.

5. The program manager assesses the exemption request within two weeks after receipt.
6. If, in the opinion of the program manager, the exemption request is denied, an objection may be submitted to the Examination Appeals Committee; see Article 5 of the Fraud Regulations.

5. Recognition of Foreign Diplomas

1. The Betonvereniging and its sister organizations, the Belgian Concrete Group (Belgische Betongroepering, BBG) and the German Concrete and Construction Technology Association (Deutsche Beton- und Bautechnik Verein, DBV), recognize each other's diplomas in the field of concrete technology.
2. The Dutch diploma Betontechnoloog BV is interchangeable with the Belgian certificate Betontechnoloog issued by BBG and with the German E-Schein issued by DBV.
3. The Dutch diploma Betonlaborant BV is interchangeable with the German diploma Baustoffprüfer Mörtel/Beton issued by DBV.
4. Holders of the Betontechnoloog BV diploma may submit a request to BBG to obtain the Belgian certificate Betontechnoloog.
5. Holders of the Belgian certificate Betontechnoloog may submit a request to the Betonvereniging to obtain a statement declaring that both diplomas are equivalent. To receive this statement, the Belgian certificate must not be older than five years. If the holder can demonstrate that relevant continuing education has been completed, the certificate may be older.
6. Holders of the Dutch Betontechnoloog BV diploma submit a request to the office of the Betonvereniging. In addition to the BV diploma, the applicant must demonstrate at least three years of laboratory experience and completion of one or more advanced courses in the field. If the assessment confirms that these requirements are met, the office will officially submit the application for an E-Schein to the secretary of the Ausbildungsbeirat Beton of DBV.
7. Holders of the German E-Schein may submit a request to the Betonvereniging to obtain a statement declaring that both diplomas are equivalent.
8. Holders of the Dutch Betonlaborant BV diploma submit a request to the office of the Betonvereniging. If the assessment confirms that the applicant meets the current requirements for concrete laboratory technicians, the office will officially submit the application for the German diploma Baustoffprüfer Mörtel/Beton to the secretary of the Ausbildungsbeirat Beton of DBV.
9. Holders of the German diploma Baustoffprüfer Mörtel/Beton may submit a request to the Betonvereniging to obtain a statement declaring that both diplomas are equivalent.
10. As a result of these mutual recognitions, Belgian and German concrete technologists and concrete laboratory technicians are granted the same

exemptions within the Betonvereniging's course portfolio as Dutch diploma holders.

6. Language

1. Education is provided and examinations are administered in Dutch, unless explicitly stated otherwise.
2. A participant may submit a substantiated request to the program manager to take one or more components of a practicum in a language other than Dutch.
 - a. The program manager assesses the request within two weeks after receipt.
 - b. In principle, this request is approved only if one of the examiners has sufficient proficiency in the relevant language to perform the assessment.
 - c. If, in the opinion of the program manager, the request is denied, no objection may be lodged against this decision.
 - d. Requests to take examinations in a language other than Dutch are not considered.
3. A participant whose native language is not Dutch may submit a substantiated request to the program manager to use a dictionary during an examination and/or to receive additional time for an examination.
 - a. The program manager assesses the request within two weeks after receipt.
 - b. In principle, the program manager agrees to the use of a paper dictionary. Digital dictionaries are permitted only in very exceptional circumstances.
 - c. For granting additional time, the program manager applies the rule of thumb that the examination time is extended by 25 %. The program manager decides whether to grant permission and determines the exact duration based on the circumstances.
 - d. If, in the opinion of the program manager, the request is denied, an objection may be submitted to the Examination Committee.

7. Communication

1. Communication uses the following channels:
 - a. the education portal Mijn Beton
for general publications about the program, such as:
 - i. regulations
 - ii. schedules (annual, class, examination)
 - iii. short-term changes
 - b. the email address provided by the participant at the time of registration, for individual messages
 - c. the online learning environment Beton Academy, where applicable

2. Participants are responsible for regularly consulting the education portal, the online learning environment, and their email inbox.

Programs

8. Structure

1. The structure of the various programs is as follows:
 - a. **Betonlaborant BV**: Basiskennis Beton Algemeen + Beton in het Lab, Basiskennis Beton Algemeen Online + Beton in het Lab or Begin met Beton + Verder met Beton + Beton in het Lab
 - b. **Betontechnoloog BV**: Basiskennis Beton Technologie + Verdieping Betontechnologie + Practicum Betontechnologie
 - c. **Betononderhoudskundige BV**: Basiskennis Beton Technologie + Basiskennis Beton Constructieleer + Betononderhoud. The participant may choose the order of the first two courses, but both are mandatory prerequisites for participation in the Concrete Maintenance course.
 - d. **Betontechnologisch Adviseur**: Basiskennis Beton Technologie + Betontechnologisch Adviseren
 - e. The structure of an individual course is determined annually by the teaching committee in consultation with the program manager.

9. Schedule

1. A schedule includes:
 - a. the number of instructional weeks and the class dates
 - b. the instructor or instructors per class session
 - c. the examination date or, where applicable, the examination dates
 - d. the location or locations
2. The final schedule is published in the online learning environment approximately two weeks before the start of the course.
3. After the initial publication, any changes to the schedule are communicated via the online learning environment.
4. Unexpected changes, such as cancellations, are communicated to participants.
5. In cases of emergency or force majeure, the Betonvereniging may be required to postpone a course and reschedule it. In such cases, participants are expected to attend the alternative sessions. If a participant is unable to do so for sufficiently compelling reasons, participation may be postponed to the next available opportunity by mutual agreement. The participant must contact the program manager, and suitable individual arrangements are made.

10. Use of Artificial Intelligence (AI)

1. AI is a tool, not a substitute for the learning process; the participant remains fully responsible for the content, accuracy, and originality of submitted work.
2. AI must be used transparently, verifiably, and in accordance with applicable law, including the EU AI Regulation (Regulation (EU) 2024/1689), which imposes transparency and AI literacy obligations from February 2, 2025.
3. Supportive use of AI tools is permitted without a disclosure requirement, unless the instructor expressly restricts it for educational reasons (for example, in a writing skills examination).
4. Incorporating GenAI output into an interim or final product is permitted only if the participant:
 - a. expressly states in the work:
 - i. name and version of the tool
 - ii. purpose of use (e.g. organizing a bibliography or rewriting a paragraph)
 - iii. method of use (e.g. prompts used or edits made)
 - b. edits, verifies, and synthesizes the output so that the final product demonstrably reflects the participant's own knowledge and views.
5. The following are prohibited:
 - a. using AI-generated content (text, images, or code) without source attribution.
 - b. submitting work in which substantial parts ($\geq 30\%$ of the text or the core argument) have been generated by AI with virtually no changes.
 - c. using AI tools if the instructor or examination instructions expressly prohibit their use.
 - d. uploading personal data, confidential research data, or copyrighted material to AI tools.
 - e. circumventing or manipulating AI detection, plagiarism detection, or proctoring systems.
6. Scores produced by commercial AI detectors do not constitute independent evidence of plagiarism; they may be used only as an indication.
7. If unlawful AI use is suspected, the instructor or examiner may:
 - a. arrange a verification interview to establish whether the participant can independently explain the submitted work.
 - b. request interim work products or prompt logs.
 - c. The verification interview is not a separate examination and does not result in a separate assessment or grade. Its outcome may give rise to a report to the examination committee under the Fraud Regulations.
8. Confirmed violations are treated as fraud in accordance with the Fraud Regulations.

9. Before a course starts, the examination instructions or the information in the Beton Academy must explicitly state which uses of AI for an assignment or examination are:

- a. fully permitted
- b. permitted with restrictions (subject to conditions), or
- c. prohibited.

The instructor explains these rules to participants at the start of the course.

10. These provisions are evaluated and updated annually in light of technological and legal developments, including the further entry into force of the EU AI Act.

Assessment

11. Number of Examinations

1. The examination or examinations associated with a course are offered once per course session.
2. A resit may be taken at the next available examination session.
3. Participants who are unable to attend the examination session associated with the relevant course edition for compelling reasons may submit a request to the program manager to postpone participation until the next examination session.
 - a. This request must be received no later than twenty-four hours before the examination session.
 - b. The program manager assesses the request and informs the participant of the decision. No appeal is possible against this decision.
 - c. If the request is approved, the participant may take part in the next examination session without payment of additional costs. In the education portal, the result for this examination session is recorded as AFW (afwezig, absent).
 - d. If a participant does not submit a postponement request or submits the request too late, the examination session is considered used. The participant may then only participate in the next examination session after payment of the examination fees. In the education portal, the result for this examination session is recorded as ND (niet deelgenomen, not participated).
 - e. If a participant completes part of the course but not another part, the result NA (niet afgerond, not completed) is recorded in the education portal for this examination session.
 - f. Specifically for the courses Basiskennis Beton Algemeen Online, Kennismaken met Betononderhoud en Betonreparatie Online, Begin met Beton, Verder met Beton, a maximum completion period of one year applies. One extension of this period is possible. To be eligible, the participant must submit a postponement request to the program

manager no later than one week before the one-year period expires. The maximum extension period is three months, during which the participant retains access to the online learning environment.

- g. Specifically for the courses Basiskennis Beton Algemeen Online en Verder met Beton, in addition to the previous provision (f), the participant must also schedule and complete the examination within the maximum extension period. If no examination is completed within this additional period, the result ND (niet deelgenomen, not participated) is recorded in the education portal.
4. In special cases, the examiner or examination committee may, in consultation with the program manager, allow deviations in the examination format.
5. For several courses, no examinations are administered. For these courses, the participant receives a Certificate of Attendance upon sufficient attendance.
 - a. Participants are considered to have sufficient attendance if they have attended at least 66 % of the classes.
 - b. In the case of Continuing Education, the participant must attend 100 % of the classes to be eligible for a Certificate of Attendance.
 - c. If a participant has insufficient attendance to receive a Certificate of Attendance, the result NA (niet afgerond, not completed) is recorded in the education portal.
 - d. If participants miss a class of a Continuing Education course for compelling reasons, they may make up the missed class in a subsequent edition. The Betonvereniging is not obliged to offer the Continuing Education course in the following year.
6. Participants can find on the website whether their course concludes with an examination.

12. Formats of Examinations and Method of Assessment

1. Examinations are taken in the manner described on the website. The possible examination formats are:
 - a. an examination with multiple-choice and/or open-ended questions
 - b. an oral examination
 - c. a practical test
2. A course may include multiple examinations with different examination formats.
3. In special cases, the examiner or examination committee may allow an alternative examination format to favor the participant.
4. The method of assessment is transparent, so that the participant can verify how examination results are determined.
5. Specifically for the course Betononderhoud, the examination committee reserves the right to also include individual work completed during the course in determining the final grade for the course.

13. Administration of Examinations with Multiple-Choice and/or Open-Ended Questions

1. An examination with multiple-choice and/or open-ended questions is a theoretical examination with a maximum duration of three hours, without a break.
2. The course material consists of the syllabus provided on the first course day or, if applicable, immediately after registration for the examination. In addition, the candidate must be able to use any handouts, standards, assessment guidelines, and CUR Aanbevelingen provided during the course. If deviations apply, these are communicated to participants at the start of the course.
3. The examination questions are designed to provide the best possible insight into the candidate's knowledge and skills across the full scope of the material.
4. During the examination, candidates may leave the room only for restroom use, with permission from the invigilator present.
5. During the examination, all candidates must be able to present a valid photo identification showing the correct name, place of birth, and date of birth of the candidate.
6. During the examination, participants may never use personal electronic devices that can connect to the internet or to another device. This includes, for example, tablets, smartwatches, and Bluetooth earbuds. If a participant has such devices in their possession, they must be stored out of sight and out of reach during the examination.
7. For some examinations, the use of electronic calculators is permitted, provided that the device does not contain alphanumeric data in its memory, is battery-powered, and operates silently. This is determined per examination and communicated at the start of the course. The use of a mobile phone as a calculator is never permitted, as stated in Article 13.6.
8. For some examinations, the use of books, syllabi, and similar materials is permitted. These are referred to as open-book examinations. In such cases, participants may also bring notes on an electronic device that complies with Article 13.6, such as a digital notepad without internet access. Whether an examination is an open-book or closed-book examination is explicitly communicated at the start of the course. If an examination is not an open-book examination, it is considered a closed-book examination, and books, syllabi, and similar materials may not be consulted.
9. For open-book examinations, participants must bring the required materials themselves. The Betonvereniging does not provide these materials.
10. All data required to complete the examination, such as tables and graphs, are provided with the examination questions.
11. Examinations may be administered on paper or digitally.
12. For paper-based examinations, the following applies:

- a. Drawing and writing paper is provided by the Betonvereniging and may not be brought by candidates.
- b. All other calculation, drawing, and writing materials must be brought by the candidate.
- c. Participants may not take the examination questions with them after the examination.

13. For digitally administered examinations, the following applies:

- a. Participants receive a personal voucher code.
- b. Using this voucher code, participants must register to take the examination. The voucher code may be used once by the person who receives it, up to the expiration date.
- c. Participants may choose from various locations, dates, and/or times. There may be a specific period during which the examination must be taken.
- d. After a participant has made a selection, it may be changed up to 168 hours (equal to seven days) before the scheduled examination date. Later changes are possible only through the Betonvereniging and may be requested only if the scheduled examination start time has not yet passed. Changes after the scheduled start time are not possible. In that case, the participant must take a new examination through the Betonvereniging and pay the full associated costs.
- e. If a digital examination provides a result at the end, this result is always provisional and no rights may be derived from it. The final results are published via the education portal.

14. Administration of Oral Examinations

1. An oral examination is an examination in which the candidate demonstrates knowledge and skills orally, for example through a presentation.
2. Participants receive clear instructions regarding the requirements of the oral examination, such as content, duration, use of multimedia, follow-up questions, and similar aspects.
3. Prior to the examination, all candidates must be able to present a valid photo identification showing the correct name, place of birth, and date of birth of the candidate.
4. No more than one participant is examined at a time during oral examinations.
5. A second examiner is present during the examination.
6. By participating in the oral examination, all involved parties automatically consent to the possible recording of the examination by means of audio and/or video. These recordings are retained for a maximum period of six months.

15. Administration of Practical Tests

1. A practical test is a practical assignment, such as producing a report or carrying out an assignment.
2. Participants receive clear instructions regarding the requirements of the practical test, such as content, formatting requirements, submission deadline, and similar matters.
3. If the practicum is assessed in written form, the candidate must clearly state: name, participant number, date of birth, place of birth, and a declaration of original work.

16. Special Provisions for Examinations in Laboratory Courses

For the courses Beton in het Lab, Metselmortellaborant BV and Toeslagmaterialenlaborant BV, a practical test forms part of the course. This practical test consists of carrying out a project in a laboratory. The following additional rules apply:

1. The safety regulations applicable at the location where the practical test is conducted must be observed. If the safety regulations are not followed during the course program or the examination, the participant will be addressed. If the participant does not follow the instructions, the participant will be ordered to stop the course or examination, and the right to further participation will lapse.
2. The practical test may be assessed in one session or spread over several sessions during the course.
3. Prior to the examination, all candidates must be able to present a valid photo identification showing the correct name, place of birth, and date of birth of the candidate.
4. All tests are carried out as much as possible in the participant's own working environment, for example at the participant's own company. Reporting on these tests must be done in writing during the practical sessions. In other cases, the participant must use the laboratory at the location where the course is provided.
5. During the practicum sessions, the reporting of the tests is assessed.
6. In addition, certain tests must be carried out independently or under the supervision of the instructor. These tests are assessed using one of the following formulations:
 - a. "can independently perform the test satisfactorily"
 - b. "can perform the test satisfactorily with guidance"
 - c. "cannot perform the test satisfactorily, even with guidance"
7. In addition, tidiness of work and the quality of reporting are assessed.
8. If one practicum session is assessed as insufficient, one resit opportunity is available at the end of the course at a central laboratory and under the supervision of a neutral instructor.
9. The instructor provides a final assessment of the practicum, if applicable after the resit. If the final assessment is sufficient, the participant may take part in the theoretical examination.
10. If a candidate has received a sufficient assessment for the practicum but has failed the theoretical examination, the candidate may, during the

following two years, complete only the theoretical examination. After this period, the results for the practical test expire.

17. **Grades**

1. For each question or part of a question, the maximum number of points that can be earned is indicated. The minimum number of points that can be earned per question or part of a question is zero.
2. If examination answers are assessed by two graders, the number of grade points awarded is the average of both assessments.
3. When determining the number of grade points for multiple-choice questions, a correction for random guessing is applied.
4. An examination is assessed with:
 - a. a grade on a scale from one point zero through ten point zero, or
 - b. Good, Satisfactory, or Unsatisfactory
5. A course is assessed with the rounded final grade.
 - a. Rounding is applied at the first decimal place.
 - b. This means that a grade of 5.49 is rounded down to 5, and a grade of 5.50 is rounded up to 6.
 - c. If a course includes multiple examinations, the weighting of these examinations is communicated to participants at the start of the course.
 - d. A candidate has passed if a grade of six or higher has been obtained. All other candidates have failed.
6. All completed examination work is the property of the institution.

18. **Determination and Publication of Results**

1. Results are published only if the payment obligation has been fulfilled.
2. Examinations are assessed as soon as possible after administration and the results are announced as follows:
 - a. For an oral examination, the examiners determine the assessment in mutual consultation immediately after the examination and provide the participant with an explanation.
 - b. Examinations with multiple-choice and/or open-ended questions are assessed by the examiner or examination committee no later than six weeks after administration.
3. Within eight weeks after administration of the examination, the finalized grades are entered into the education portal by:
 - a. the examiner who determined the grade, or
 - b. the education administration of the program on behalf of the examiner or examination committee.
4. The education administration ensures publication of the assessments in the education portal, observing the participant's privacy.
5. If the examiner or examination committee is unable to determine the results in a timely manner due to exceptional circumstances, this is

reported to the program manager with reasons given, and participants are informed as soon as possible.

6. For examinations administered in a manner other than oral or written, the examiner or examination committee determines in advance how and within what time frame the participant will be informed of the result.
7. Alleged errors in results must be reported in writing to the education administration as soon as possible, but no later than thirty working days after publication of the results in the education portal. After this period, the results are final.
8. The examiner or examination committee always retains the right to have obvious errors in the grade administration corrected.

19. **Right of Inspection**

1. Within a period of thirty working days after publication of the assessment, the participant has the right to inspect the assessment of an examination taken by the participant, in the manner described in these regulations. This applies to all written examinations, regardless of whether they were completed on paper or digitally.
2. The following rules apply to inspection:
 - a. Inspection is possible by appointment only. The education administration determines the date and time in consultation with the participant.
 - b. Inspection takes place during office hours at the offices of the Betonvereniging.
 - c. No examiner or subject-matter expert is present during the inspection.
 - d. The participant is granted access to: their own work, the examination questions, the scoring key, and an assessment form showing the partial scores.
 - e. Making notes on the completed work is not permitted and is considered fraud.
 - f. Copying, photographing, or removing the completed work and/or other provided documents is not permitted.
 - g. Discussing the assessment and/or examination result during the inspection is not permitted.
 - h. After completion of the inspection, all materials provided for inspection are collected again.
3. If the participant is or was unable, through no fault of their own, to appear at the designated place and time for inspection, the participant may submit a request for an additional inspection opportunity to the education administration.
4. The examiner or examination committee may allow deviations in the execution of the right of inspection.

Study Advice, Progress Monitoring, and Facilities

20. Study Advice

1. The institution provides study guidance for participants enrolled in a program or course:
 - a. to support and guide participants in making choices related to their studies, and
 - b. to assist them in exploring possible study pathways within or outside the program.

21. Study Progress Monitoring

1. In the education portal, participants can view and verify the results they have obtained.

22. Facilities for Participants with a Disability

1. Participants with a disability may be eligible for adjustments to education, examinations, and practical tests upon submission of a written request. These adjustments are tailored as much as possible to the participant's individual disability, but may not affect the quality or level of difficulty of a course or program. The facilities granted may include provisions adapted to the individual situation, such as an alternative examination format or duration and/or the provision of practical aids.
2. The request for facilities must be accompanied by a statement from a physician or psychologist or, in the case of dyslexia, from a testing agency registered with BIG, NIB, or NVO. Where possible, this statement indicates the extent to which study progress is expected to be impeded.
3. Requests for facilities are submitted to the program manager, who presents the request with advice to the teaching committee and/or the examiner or examination committee.
4. As a rule of thumb, the examination time is extended by 25 %, with a maximum of thirty minutes. The program manager may deviate from this rule depending on the examination format, for example in the case of multiple-choice examinations or examinations that require extensive writing.

About the Regulations

23. Conflict with Other Regulations

1. In the event of a conflict between these Education and Examination Regulations and provisions in other regulations, the provisions of these Education and Examination Regulations prevail.

24. Adoption of the Regulations

1. For each calendar year, the institution adopts Education and Examination Regulations by a separate decision.
2. If necessary, a list of transitional measures is published on the website, detailing differences between the education programs.

25. Amendment of the Regulations

1. No amendments applicable to the current academic year are made during the course year, unless the interests of participants are unreasonably harmed by the regulations. The program manager decides on this.
2. Amendments to these regulations may not be detrimental to prior decisions concerning the participant that were made pursuant to these regulations.

26. Publication

1. The Education and Examination Regulations are published on the website of the Betonvereniging. Upon request, the education administration can provide a printed version.

27. Unforeseen Matters and Hardship Clause

1. In cases not provided for in these regulations where an immediate decision is required, a decision is taken by the competent body. If the competent body is the examination committee, the decision may in this case be taken by one examiner.
2. If, as a result of the application of the Education and Examination Regulations, the participant's interests are disproportionately harmed during enrollment in the program or course, the participant may submit a written request to the program manager objecting to the application of the regulations.
3. In cases where the Education and Examination Regulations do not provide a reasonable period within which a decision must be made, a period of thirty working days applies.

COMPLAINTS PROCEDURE

1. Terms and Definitions

1. An objection is a substantiated request to reassess an examination or part of an examination.
2. A complaint is an expression of dissatisfaction with a service provided by the Betonvereniging or with the conduct of a person involved with the Betonvereniging, such as an instructor, examiner, or staff member.
3. A person submitting an objection or complaint is in this referred to as the "submitter".
4. This complaints procedure applies to the educational activities of the Betonvereniging, not to activities relating to one-off meetings or events.

2. Objection

The objection procedure is as follows.

1. The submitter exercises the right of inspection to further substantiate the objection.
2. The objection must state at least:
 - a. the examination, examination question, or examination component to which the objection relates.
 - b. why the submitter believes the assessment is incorrect.
 - c. which points the submitter believes were wrongly not awarded.
3. The submitter sends the objection by email to the relevant program manager no later than six weeks after the examination result has been determined.
4. The program manager forwards the objection to the examiner or examination committee.
5. The examiner or examination committee reassesses the submitter's work, taking account of the matters raised in the objection. If the committee has several members, they consider the objection independently of one another.
6. The examiner or examination committee prepares a written response within four weeks and makes a new decision on the examination result. The examiner or examination committee informs the program manager of this decision.
7. The program manager forwards the response to the submitter. If the new decision changes the grade, this change is recorded in the education portal. The new result can never be lower than the original grade.
8. If the submitter still believes that the assessment is incorrect after receiving this response, the program manager may propose involving an independent third party to assess the work in its entirety. This independent third party must be an expert in the relevant subject area but must not have been involved in teaching the submitter or in preparing or

assessing the examination in question. If the submitter agrees to involving an independent third party, that person's assessment replaces the decision of the examiner or examination committee.

9. If the objection to the examination result remains unresolved after the steps above, the submitter may submit a written complaint to the Examination Appeals Committee at cvbe@nrto.nl. The committee's decision is final and cannot be appealed.

3. Complaint

We treat all complaints confidentially.

1. First try to resolve the disagreement amicably with the program manager, instructor, and/or examiner. Explain the complaint and request a meeting or a written response.
2. Complaints about courses and programs must be submitted to the program manager responsible for that domain.
3. If the complaint cannot be resolved immediately when it is reported, the program manager contacts the submitter by telephone within three working days.
4. The aim is to resolve complaints within ten working days. If handling the complaint takes longer, the submitter receives an explanation of the delay and a clear timeframe within which the complaint will be handled.
5. Details of complaints are retained for a maximum of one year.
6. If amicable consultation and further handling by the program manager have not resulted in a solution, the submitter may contact the Betonvereniging confidential adviser (see <https://www.betonvereniging.nl/vertrouwenspersoon>) or the Disputes Committee at www.degeschillencommissie.nl. The decision of the Disputes Committee is binding, and the Betonvereniging will comply with it.

FRAUD REGULATIONS

1. Fraud

1. Fraud is defined as any action or omission by a participant or instructor, whether intentional or unintentional, that makes an honest and objective assessment impossible.
2. Fraud includes, but is not limited to, the following:
 - a. Plagiarism
Using the ideas, texts, images, or other intellectual property of another person as one's own work without acknowledging the source.
 - b. Use of Unauthorized Aids during Assessment
For all types of examinations, this includes the use of electronic devices as referred to in Article 13.6. For closed-book examinations, this also includes books, syllabi, or notes.
 - c. Unauthorized Communication
For example, copying from others or consulting with others.
 - d. Having an Examination or Assignment Completed by Another Person or an AI Tool (see also Article 10 of the Education and Examination Regulations)
 - e. Fabricating and/or Falsifying Research Results
3. In the case of group work, each group member is responsible for the entire process and product. Fraud in a joint product is regarded as fraud by all individual group members.
4. If fraud occurs with the cooperation and/or consent of a fellow participant, that participant is considered an accomplice to fraud.

2. Irregularities

1. An irregularity is defined as any action by a participant that is not in accordance with the regulations and does not qualify as fraud. This includes, but is not limited to:
 - a. failure to follow instructions from the invigilator
 - b. disturbing order during an examination
2. An irregularity is also defined as any action by an instructor that is not in accordance with the regulations and does not qualify as fraud. This includes, but is not limited to:
 - a. disturbing order during an examination
 - b. intentionally assessing a participant more positively or negatively than can be expected based on objective assessment

3. Procedure

1. If fraud or an irregularity is identified, this is reported in writing to the program manager without delay.
2. The program manager informs the participant or instructor of the report within five working days.
3. The program manager provides the participant or instructor with the opportunity to be heard within a period of fifteen working days.
4. Within twenty working days, the program manager determines whether fraud has occurred and informs the participant or instructor in writing of the decision and any sanctions imposed.

4. Sanctions

1. After investigation of the case and, where applicable, consideration of prior incidents, the program manager may impose one or a combination of the following sanctions:
 - a. warning
 - b. declaring submitted work invalid
 - c. exclusion from the next examination opportunity
2. In cases of severe fraud, the institution may, on the advice of the examiner or examination committee, permanently terminate the enrollment or teaching appointment of the person concerned.

5. Appeal

1. The participant or instructor may lodge an appeal against the decision of the examiner or examination committee with the Quality Assurance Committee of the Netherlands Council for Training and Education (NRTO) <https://www.nrto.nl/contact/> within fifteen working days after the decision has been sent by email and/or post. The decision of this committee is final.