

THE NETHERLANDS – CBR (13/03/2020 – 11:06)

We understand that most of you will be following instructions from your own government on how to deal with this issue, but in your opinion, are there any other recommendations worth following (i.e. WHO) that could help to organize your work in the coming weeks?

We follow the recommendations of the Dutch Government and the National Health Council (RIVM). We are also looking with interest at sister organizations to learn from each other. If you have elaborated any procedures to manage the work during the covid-19 outbreak, can you please provide details?

Is it still possible to take theory tests?

Candidates can still take exams. We ask candidates who show signs of illness not to come to the examination center. These exams can be passed later, free of charge. Examiners also have the power not to take exams if the candidate has symptoms of disease.

We also ask examiners who show symptoms of illness to not come to work. (this works the same for practical and theory tests)

We are now decreasing the amount of theory tests by half, so there is a space between candidates in the test room. This means we have to reschedule some already reserved tests; candidates are informed of this by sms and e-mail.

If yes, under which conditions for the candidate. How do you inform candidates of these conditions?

Candidates can no longer take their instructors or parents with them into the test centre. Candidates can only enter the premises max. 30 minutes before their test and are expected to leave right after their test. (to avoid groups of candidates in our waiting rooms) We are installing security officers at the locations and will inform candidates through posters.

If yes, under which conditions for the examiners. How have they been informed? What resources are available to help them?

We inform examiners via our internal communication (website, email, conversations with managers). We produce FAQ lists and invite them specially to ask managers questions if they need them. They can use rubber gloves and alcohol wipes/hand sanitizer gel, we don't shake hands anymore but do have to check the ID.

Is it still possible to take practical tests?

Candidates can still take exams. We ask candidates who show signs of illness not to come to the examination center. These exams can be passed later, free of charge. Examiners also have the power not to take exams if the candidate has symptoms of disease.

We also ask examiners who show symptoms of illness to not come to work. This will inevitably mean that we will no longer be able to take all exams.

Normally, instructors are allowed to attend the exam. In practice, this happens in about 60% of the exams. From now on, instructors are no longer allowed to ride, so that we are not with three people in a small space, but with a maximum of two people.

If yes, under which conditions for the candidate? How do you inform candidates of these conditions?

For the conditions, see above at the first answer. We communicate to candidates and instructors through our website. We have also informed instructors via email, so that they in turn can also inform their students. At the beginning of the exam, the examiner informs the candidate and the instructor.

If yes, under which conditions for the examiners. How have they been informed? What resources are available to help them?

We inform examiners via our internal communication (website, email, conversations with managers). We produce FAQ lists and invite them specially to ask managers questions if they need them.