



EXAMINATION REGULATIONS

Monitoring and Alarm Receiving Centre – Operator Courses (MARC – OC)

IBEX International Business Exams

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Article 1. Scope and Validity

- 1.1 These Examination Regulations apply to the Monitoring and Alarm Receiving Centre – Operator Courses (MARC-OC) examinations administered by the examination organisation IBEX and conducted under the responsibility of the Certification Body Hobéon SKO.
- 1.2 These Examination Regulations have been established by IBEX.
- 1.3 The Regulations describe the procedures relating to the preparation, administration and assessment of the examination.
- 1.4 These Regulations are intended for use by IBEX, exam candidates and examiners/proctors.
- 1.5 Exams shall only be considered valid when conducted in accordance with the requirements set out in these Regulations.
- 1.6 These Examination Regulations supplement the current version of the document *Certification Manual Basic-Fit Security Monitoring and Alarm Receiving Centre – Operator Courses* issued by the Certification Body Hobéon SKO.
- 1.7 IBEX has therefore elected not to include the detailed provisions of the Certification Manual in these Regulations and refers candidates and stakeholders directly to the Certification Manual.
- 1.8 These Examination Regulations are available via www.ibex.nl and will be provided in writing upon request. A copy shall also be available for inspection during every examination session.

Article 2. Terms and Definitions

2.1 Certificate of Competence

A Certificate of Competence (also referred to as a Personal Certificate) is issued by the Certification Body (CB). The certificate holder undertakes to comply with the validity conditions attached to the Certificate of Competence. The Certificate is issued to an individual and the applicable conditions are laid down in an agreement between the certificate holder and the Certification Body.

2.2 Certification Body (CB)

The Certification Body is responsible for the issuance of MARC-OC personal certificates. Hobéon SKO is the Certification Body for the MARC-OC examination. Hobéon SKO has outsourced the administration of the examination to IBEX but retains ultimate responsibility for their proper conduct. Hobéon SKO is responsible for the evaluation, weighing and determination of exam results, certification decisions and the issuance of certificates.

2.3 Examination Body

IBEX acts on behalf of the Certification Body and is responsible for the preparation, administration and processing of exams. IBEX reports exam results to the Certification Body, which remains responsible for the evaluation and determination of examination outcomes. IBEX reserves the right to develop and administer MARC-OC exams and is the sole examination body for MARC-OC.

2.4 Examiner / Invigilator (Examination Official)

An Examination Official is a person appointed by IBEX to supervise and manage the proper conduct of the examination. The Examination Official ensures compliance with these Examination Regulations and all applicable examination requirements.

2.5 Candidate

A participant in an examination or re-examination.

Article 3. Admission Requirements

3.1 Registration

Candidates who want to take a MARC-OC exam may register through the training provider Basic-Fit Security. Personal data must be submitted completely and accurately. By registering, candidates agree to the IBEX General Terms and Conditions and these Examination Regulations.

3.2 Examination Invitation

Following registration, candidates will receive an invitation from IBEX specifying the examination date, location and starting time, together with any additional instructions.

3.3 Examination Fees

The candidate or the candidate's employer shall pay the applicable examination fee in accordance with the IBEX General Terms and Conditions. Exam fees are non-refundable unless IBEX determines that exceptional circumstances justify reimbursement. Exam results will only be communicated after all examination fees have been paid.

3.4 Attendance

Candidates must arrive before the start time of the exam in accordance with the instructions provided in the exam invitation.

3.5 Cancellation and Absence

Candidates who wish to cancel their participation in a MARC-OC examination must notify IBEX directly. Cancellation fees may apply and can be obtained from IBEX upon request.

Article 4. Examination Venue Requirements

4.1 General Requirements

The Examination Official shall verify before the exam that the venue complies with the minimum requirements set out below.

Computer-Based Testing (CBT) examinations shall be conducted in a suitable examination room with adequate spacing between candidates and computer screens, sufficient supervision opportunities and sufficient room for movement by candidates and Examination Officials.

Candidates must be able to complete the exam individually and without disturbance or physical contact with other candidates.

4.2 The exam venue shall meet the following requirements:

- Tables and chairs for candidates and the Examination Official.
- Computer equipment meeting IBEX requirements.
- A sufficiently quiet environment free from distractions.
- Appropriate furnishings that do not hinder examination performance.
- Adequate lighting.
- Access to sanitary facilities.
- Wheelchair accessibility.

Article 5. Examination Administration

- 5.1** Exams shall be administered in accordance with these Examination Regulations.
- 5.2** MARC-OC exams are administered electronically through Computer-Based Testing (CBT) and consist of close-ended questions and case studies containing close-ended questions.
- 5.3** Each exam is based on the current MARC-OC learning objectives and assessment criteria established by IBEX.
- 5.4** Only exams approved and included in the MARC-OC exam database may be used.
- 5.5** The maximum duration of the exam is 90 minutes.
- 5.6** A candidate shall pass the exam when at least 65% of the total available points have been obtained.
- 5.7** During the examination:
- No items may be present on desks other than the computer, login credentials and original identification document.
 - Foods and beverages are not permitted.
 - Caps, hats and similar headwear are not permitted.
 - Earbuds and headphones are not permitted.
 - Mobile phones, smartwatches and all other communication devices must be switched off and stored away or handed to the Examination Official.
 - If such equipment is found to be switched on during the examination, the examination shall be declared invalid.
- 5.8** Deviations from the venue requirements shall be reported to IBEX immediately by the Examination Official. An appropriate solution shall be sought in consultation with IBEX.
- 5.9** Exam sessions are not public. Only candidates and persons authorised by IBEX may be present during the examination. Representatives of IBEX may attend at any time.
- 5.10** Candidates not listed on the official participant list shall not be admitted.
- 5.11** Candidates are prohibited from copying or writing down exam questions or parts thereof.
- 5.12** Candidates shall comply with all instructions given by the Examination Official.

- 5.13** Candidates shall identify themselves to the Examination Official before and, upon request, during the examination. Accepted identification includes a passport, Dutch or European identity card, driving licence, or valid residence permit issued by a Dutch governmental authority. Candidates who cannot present original identification shall be excluded from participation.
- 5.14** Examination Officials must be independent of candidates and have no interest in the outcome of the exam. Any relationship between an Examination Official and a candidate must be reported to IBEX. If no suitable solution can be found, an alternative exam session will be offered.
- 5.15** Late arrivals shall be excluded from participation. Admission is still possible if no other candidate has left the examination room and no more than thirty minutes of the exam time have passed.
- 5.16** Candidates who start late shall nevertheless finish at the official examination end time.
- 5.17** Candidates may not leave the examination room without permission. Temporary absence, including a restroom visit, is not permitted.
- 5.18** Candidates shall notify the Examination Official when they have completed all questions. The Examination Official shall formally close the exam, after which the candidate may leave.
- 5.19** The Examination Official may not answer questions regarding exam content.
- 5.20** Candidates engaging in irregular conduct or fraud before or during the exam may be excluded from further participation. IBEX may declare the examination invalid and may exclude the candidate from future examinations for a specified period. All cases of fraud shall be reported to IBEX.
- 5.21** Candidates shall not disclose, reproduce or otherwise compromise the confidentiality of examination materials. Any breach of the confidentiality of the examination materials is strictly prohibited. IBEX shall actively monitor compliance with this requirement. In the event of non-compliance, IBEX reserves the right to seek compensation for damages and/or initiate legal proceedings.
- 5.22** Suspected fraud shall be recorded by the Examination Official in the official report, including the candidate's name and the nature of the suspected fraud.
- 5.23** Immediately after the examination, the Examination Official shall prepare an official report describing the conduct of the examination session.

Article 6. Exam Results

- 6.1 Successful candidates shall receive a MARC-OC Certificate within ten working days after the examination date.
- 6.2 Upon receipt of the certificate, candidates shall verify that their registration details in the Hobéon SKO register are correct.
- 6.3 Incorrect details must be reported in writing to Hobéon SKO within four weeks after issuance of the certificate. After this period, an administrative fee may be charged for amendments.
- 6.4 Hobéon SKO shall issue a corrected certificate within one month.
- 6.5 Hobéon SKO shall ensure that any correction is also reflected in its certification register.
- 6.6 Candidates who fail the examination may request to inspect their assessed examination work within four weeks of notification of the result by submitting a written request to IBEX.
- 6.7 Successful candidates shall be registered in the Hobéon SKO certification register (www.mijncertificatie.nl). The register includes initials, surname, date of birth, certificate number and validity period. The MARC-OC certificate is valid for three years.
- 6.8 Candidates who fail the exam may take a re-sit the examination.

Article 7. Recertification

- 7.1 Recertification is subject to the same procedures and requirements as initial certification. The candidate must successfully complete the full examination.

Six months before expiry of the certificate, the candidate (through www.mijncertificatie.nl) will receive notification that the certificate is about to expire. If recertification is completed before expiry, a consecutive certificate valid for three years shall be issued. If completed after expiry, a certificate valid for three years shall be issued from the date of the certification decision.

Article 8. Complaints, Objections and Appeals

8.1 Complaint Regarding Examination Administration

Candidates may submit a written complaint concerning the organisation or conduct of the examination no later than two weeks after participation. The complaint must include reasons, a date and the complainant's name. IBEX may refer the complaint to the Certification Body. Receipt shall be acknowledged within one week and a response shall be provided within four weeks after receipt.

8.2 Complaint Regarding Examination Content or Assessment

Candidates who disagree with exam questions, assignments or the assessment of the examination may submit a Request for Reconsideration. The request must be substantiated and submitted using the designated form. The completed form must be received by IBEX within 48 hours after the examination or within ten working days after receipt of the final result. Late submissions shall be declared inadmissible unless the candidate demonstrates that the delay was beyond their control. IBEX may refer the request to the Certification Body. Candidates will be informed of the decision within fourteen days after receipt.

8.3 Objection and Appeal

Candidates may lodge an appeal against the outcome of a Request for Reconsideration within fourteen days after the date of the final decision. Such appeals must be submitted in accordance with the applicable Kiwa procedure.

Article 9. Final Provisions

9.1 IBEX processes and retains personal and examination data in accordance with the General Data Protection Regulation (GDPR) and the applicable [privacy statement](#).

9.2 The MARC-OC exams are developed and managed by IBEX. Candidate personal data are provided to Hobéon SKO for the purposes of examination administration, certification and registration in the certification register.

9.3 In exceptional cases not provided for in these Regulations, IBEX shall decide in consultation with Hobéon SKO.