

Frequently asked questions Safety & Security

Which Safety & Security e-learning modules are there?

There are six different e-learning modules. See the table for which e-learning module belongs to which type of Schiphol Pass.

E-learning module	Schiphol pass
General	<i>All personal Schiphol passes (incl. white passes with exception of parking passes)</i>
Terminal	<i>Green pass or orange pass</i>
Perimeter roads	<i>Blue pass or orange pass</i>
Apron	<i>P on the pass</i>
Baggage	<i>B on the pass</i>
Business park Schiphol East	<i>Grey pass or black spot on the pass</i>

Who are the Safety & Security e-learning modules intended for?

The S&S e-learning modules are intended for all employees at Amsterdam Airport Schiphol who functionally require a Schiphol Pass. There are six different e-learning modules:

- General
- Terminal
- Perimeter roads
- Apron
- Baggage
- Business park Schiphol East

Depending on the authorizations on the Schiphol Pass that you need for your work, you will follow one or more of these modules. Which e-learning modules you need to complete to obtain or renew a Schiphol Pass are stated in the email you receive from eVesta after the employer has applied for your Schiphol Pass.

When do I have to follow the Safety & Security e-learning modules?

You complete the e-learning modules **before** you go to the Badge Center to pick up your new Schiphol Pass, to renew your pass or when an additional authorization is added. The e-learning modules are available online in the Schiphol Learning Hub (SLH); so you can follow the modules at a location and time that suits you.

What is the connection between the Safety & Security e-learning modules and the test?

To receive a Schiphol Pass, you must obtain a positive result for the S&S test. You take this test at the Badge Center when you pick up your Schiphol Pass or before the extra authorization is added. You follow the e-learning modules in preparation for the S&S test.

My Schiphol Pass is still valid. Do I also have to complete the Safety & Security e-learning modules?

If your current Schiphol Pass is still valid, you do not need to do anything at the moment. The next time you need to renew your Schiphol Pass after April 9th, 2024, or when additional authorization is requested, you will be informed by a message from eVesta about the e-learning modules you need to complete.

Do I need an account in the Schiphol Learning Hub and how does this work?

To follow the e-learning modules you need an account in the SLH. This can be created by your manager/planner.

We aim to automate this process from **April 2024**. An account will be automatically created from the moment a Schiphol Pass is requested for you in eVesta. As soon as the connection is ready, separate communication will be sent out about this.

For more information about the SLH visit the [Schiphol Learning Hub](#). Do you need help? Please contact Learning & Development via: learningdevelopment@schiphol.nl.

Are there any costs associated with the Safety & Security e-learning modules?

There are costs associated with the initial Safety & Security e-learning module: Apron. The costs are €40. You do not have to pay these costs yourself. The invoice is automatically sent to your employer from the SLH. The other initial and recurring modules are free of charge.

Once every five years, when your *Certificate of no objection* (VGB) expires and you need to apply for a new Schiphol Pass, you must follow the initial e-learning modules again.

How can I see that I have completed the Safety & Security e-learning modules?

After completing the e-learning modules you will receive a digital certificate. You can find this in 'Mijn dossier' in the SLH. The Badge Center employee can also check (the validity of) your certificates in the SLH.

How long does the certificate for the Safety & Security e-learning modules remain valid?

The certificate is valid for one year. The date that you completed the e-learning is stated on the certificate. After one year, you follow a shortened version as recurrent training for all e-learning courses. By following the recurring e-learning you extend the validity of the original certificate.

How do I know that I need to follow my annual recurring training?

You will receive a message three months in advance that your certificate for the Safety & Security e-learning modules will expire. Before the certificate expires, you will receive a total of three reminders. This message will be sent to the email address you are registered with in the SLH. This notification message contains the link to the recurring e-learning.

What if my certificate expires?

If you do not complete the recurring e-learning on time and your certificate expires, you are not compliant and your Schiphol Pass will be automatically blocked. This can only be unblocked at the Badge Center.

In the case of a blocked pass, you must retake the initial e-learning modules and take the S&S test at the Badge Center.

In which languages are the Safety & Security e-learning modules available?

All e-learning modules are available in both Dutch and English.

Can I practice for the Safety & Security test?

By completing the e-learning modules, you will practice for the S&S test. The Safety & Security e-learning modules summarize the Schiphol regulations and highlight the most important points. Various practice questions similar to questions from the S&S test are discussed. So complete the e-learning modules carefully and then you will be well prepared for the actual S&S test.

How long will it take me to complete the Safety and Security e-learning modules?

The Safety & Security e-learning module: 'General' lays a broad foundation and is mandatory for all employees with a Schiphol pass. This e-learning module has a duration of approximately 60 minutes. The module does not have to be completed in one go. The other in-depth e-learning modules differ in duration from 10 to 20 minutes. So take into account enough time to complete the e-learning modules before making an appointment at the Badge Center.

For the recurring e-learning modules, an average completion time of 5-10 minutes applies.

My question is not listed, where can I go?

Do you have a question that is not included in this Q&A? Then you can ask questions about:

- Schiphol Learning Hub accounts, Manager/planner rights, contact the Safety Training Center via vtc@schiphol.nl;
- For functional or technical problems, please contact: learningdevelopment@schiphol.nl.
- For the content of e-learning modules, please contact: hsetraining@schiphol.nl.