

Q and A Background check

- **I have submitted an application, but not heard anything.**
If you have submitted an application and paid the fee you will receive a letter from us regarding important information about the background check. When we approve an application, we do not send out any notice by e-mail or letter. The applicant must follow the status at My page www.luftfartstilsynet.no
- **How do I check the status of my application?**
Check status at My page www.luftfartstilsynet.no
- **The application takes a long time.**
Have you submitted a police certificate to us? This must be done via My page at www.luftfartstilsynet.no
- **What is the difference between annual renewal and regular application?**
Annual renewal is for those with a background check for an ID card/security inspector with a valid background check after 01.2022. Those who have a background check before 01.2022 must submit a normal application via our website.
- **I go to My Page and find no information there about my background check?**
If there is nothing on My page, your background check has expired.
- **What should I do for annual renewal?**
You will receive a notice from us by e-mail approx. two months before the expiry of the current background check. Follow the instructions in the attachment in the email.
- **I haven't received a notification, what do I do?**
If it is less than 2 months before expiry, you should have received a notice from us. It is possible that we have an old address for you or that it has ended up in the spam box. You can send us an e-mail at bakgrunsssjekk@caa.no
- **Do I have to submit a new police certificate for annual renewal?**
As long as we do not ask for it, you must not submit a new police certificate.
- **I have submitted a normal application, but should I apply via notification of renewal, what do?**
We don't care how the application is received; the processing time is the same. We process the first application that comes in, so do not submit a new. A police certificate must be submitted on a "normal" application.
- **I cannot submit my application in Altinn, it fails.**
You must have consecutive dates in the form; for example, if you end a line with, for example, 31.01.2021, the next line must start with 01.02.2021. The form does not allow gaps. Send us an e-mail with a picture of the dates you have entered if you cannot submit the form.
- **How is work documented?**

Contract, confirmation from the employer or a copy from the Employee Register at NAV (for employment in Norway)

- **How is unemployment documented?**

From unemployment agency or gap statement signed by someone who knows you, family, or friends.

- **How long is the processing time?**

Case processing time is approx. 4 weeks, both on first time application and renewals.

- **I have received an SMS from Avinor that my background check has expired, what do I do?**

Find the notification from us and follow the instructions in it. If you cannot find the notice, please contact us at bakgrunnsjekk@caa.no