PECB
BEYOND RECOGNITION

Candidate Handbook

ISO 22301 LEAD IMPLEMENTER

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SECTION I: INTRODUCTION

About PECB

PECB is a certification body which provides education[1] and certification in accordance with ISO/IEC 17024 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable evaluation and certification services against internationally recognized standards. Our mission is to provide services that inspire trust and continual improvement, demonstrate recognition, and benefit the society as a whole.

The key objectives of PECB are:

1. Establishing the minimum requirements necessary to certify professionals
2. Reviewing and verifying the qualifications of applicant to ensure they are eligible to apply for certification
3. Developing and maintaining reliable certification evaluations
4. Granting certifications to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certification
5. Establishing requirements for the periodic renewal of certification and ensuring compliance with those requirements
6. Ensuring that candidates meet ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to organizations, employers, public officials, practitioners in related fields, and the public

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[1] Education refers to training courses developed by PECB, and offered globally through our network of partners.

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The Value of PECB Certification

Why Choose PECB as Your Certification Body?

Global Recognition
Our certifications are internationally recognized and accredited by the International Accreditation Service (IAS); signatory of IAF Multilateral Recognition Arrangement (MLA) which ensures mutual recognition of accredited certification between signatories to the MLA and acceptance of accredited certification in many markets. Therefore, professionals who pursue a PECB certification credential will benefit from PECB's recognition in domestic and international markets.

Competent Personnel
The core team of PECB consists of competent individuals who have relevant sector-specific experience. All of our employees hold professional credentials and are constantly trained to provide more than satisfactory services to our clients.

Compliance with Standards
Our certifications are a demonstration of compliance with ISO/IEC 17024. They ensure that the standard requirements have been fulfilled and validated with the adequate consistency, professionalism, and impartiality.

Customer Service
We are a customer-centered company and treat all our customers with value, importance, professionalism, and honesty. PECB has a team of experts dedicated to support customer requests, problems, concerns, needs, and opinions. We do our best to maintain a 24-hours maximum response time without compromising the quality of the service.

PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility, and independence
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession, by adhering to the professional standards and applicable techniques while offering professional services
3. Maintain competency in their respective fields and strive to constantly improve their professional capabilities
4. Offer only professional services for which they are qualified to perform, and adequately inform clients about the nature of the proposed services, including any relevant concerns or risks
5. Inform each employer or client of any business interests or affiliations that might influence their judgment or impair their fairness
6. Treat in a confidential and private manner the information acquired during professional and business dealings of any present or former employer or client
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted
8. Respect the intellectual property and contributions of others
9. Not, intentionally or otherwise, communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation
10. Not act in any manner that could compromise the reputation of PECB or its certification programs
11. Fully cooperate on the inquiry following a claimed infringement of this Code of Ethics

The full version of the PECB Code of Ethics can be downloaded here.

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Introduction to ISO 22301 Lead Implementer

ISO 22301, the world's first international standard for Business Continuity Management (BCM), has been developed to help organizations minimize the risk of disruptive events. ISO 22301 specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a business continuity management system with the intention prepare for, respond to and recover from disruptive events when they arise.

The requirements specified in ISO 22301 are generic and intended to be applicable to all organizations (or parts thereof), regardless of type, size and nature of the organization. The extent of application of these requirements depends on the organization's operating environment and complexity.

Today's employers are not just seeking Business Continuity professionals, but want proof that these professionals hold a predetermined set of knowledge and skills. Companies now place a high degree of importance on hiring, contracting with, and promoting certified practitioners prepared to tackle today's and tomorrow's business continuity challenges.

It is important to understand that PECB certifications are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competences. PECB certifications are awarded to candidates that can provide proof of experience and have passed a standardized exam in the certification area.

This document specifies the PECB ISO 22301 certification scheme in compliance with ISO/IEC 17024:2012 (Conformity assessment — General requirements for bodies operating certification of persons). This candidate handbook also contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If questions arise after reading this candidate handbook, please contact the PECB international office at certification@pecb.com.

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SECTION II: PECB CERTIFICATION PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

Decide Which Certification Is Right for You

All PECB certifications have specific education and professional experience requirements. To determine the right credential for you, verify the eligibility criteria for various certifications and your professional needs.

Prepare and Schedule the Exam

All candidates are responsible for their own study and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process. Nevertheless, attending a training course can significantly increase candidates' chances of successfully passing a PECB exam.

To schedule an exam, candidates have two options:

1. Contact one of our partners who provide training courses and exam sessions. To find a training course provider in a particular region, candidates should go to Active Partners. The PECB training course schedule is also available on Training Events.
2. Take a PECB exam remotely from their home or any location they desire through the PECB Exam application, which can be accessed here: Exam Events.

To learn more about exams, competency domains, and knowledge statements, please refer to *Section III* of this document.

Application Fees for Examination and Certification

PECB offers direct exams, where a candidate can sit for the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: $1000
- Manager Exam: $700
- Foundation and Transition Exam: $500

The application fee for certification is $500.

For all candidates that have followed the training course and taken the exam with one of PECB's partners, the application fee includes the costs associated with examination, application for certification, and the first year of Annual Maintenance Fee (AMF) only.

Competency Domains

The objective of the "PECB Certified ISO 22301 Lead Implementer" exam is to ensure that the candidate has the necessary competence to support an organization in establishing, implementing, managing, and maintaining a business continuity management system (BCMS).

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The ISO 22301 Lead Implementer certification is intended for:

- Managers or consultants involved in and concerned with the implementation of the business continuity management system in an organization
- Expert advisors seeking to master the implementation of a business continuity management system
- Individuals responsible for maintaining conformity with BCMS requirements in an organization
- Members of a BCMS implementation team

The exam covers the following competency domain:

- **Domain 1:** Fundamental principles and concepts of a business continuity management system (BCMS)
- **Domain 2:** Business continuity management system (BCMS)
- **Domain 3:** Planning the BCMS implementation
- **Domain 4:** Implementing a BCMS
- **Domain 5:** Performance evaluation, monitoring, and measurement of a BCMS
- **Domain 6:** Continual improvement of a BCMS
- **Domain 7:** Preparing for a BCMS certification audit

Domain 1: Fundamental principles and concepts of a business continuity management system (BCMS)
Main objective: Ensure that the candidate understands and is able to interpret ISO 22301 principles and concepts

Competencies	Knowledge statements
1. Ability to understand and explain the ISO operations and the development of business continuity management system standard 2. Ability to identify, analyze, and evaluate the requirements of ISO 22301 3. Ability to explain and illustrate the main concepts of business continuity management 4. Ability to identify business continuity risks and their impacts	1. Knowledge of the main standards in business continuity management 2. Knowledge of the different sources of business continuity requirements for an organization including laws, regulations, international and industry standards, contracts, market practices, and internal policies, etc. 3. Knowledge of the main business continuity concepts and terminology as described in ISO 22301 4. Knowledge of the concept of risk and its application in business continuity

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Domain 2: Business continuity management system (BCMS)

Main objective: Ensure that the candidate understands, is able to interpret, and provide guidance on how to implement and manage a business continuity management system requirements based on the best practices of ISO 22301

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Competencies

1. Ability to identify, understand, classify, and explain the requirements of ISO 22301
2. Ability to illustrate BCMS requirements and best practices
3. Ability to find different solutions to a business continuity issue and identify and analyze the strengths and weaknesses of each solution proposed
4. Ability to select and demonstrate the best business continuity solutions in order to address business continuity objectives stated by the organization
5. Ability to analyze, evaluate, and validate action plans to implement a specific process

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Knowledge statements

1. Knowledge of ISO 22301 requirements
2. Knowledge of business impact analysis and risk assessment
3. Knowledge of the best practices and techniques in business continuity
4. Knowledge of establishing, implementing, and implementing business continuity processes
5. Knowledge of exercise programs
6. Knowledge of implementing and managing actions plans to support BCMS

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Domain 3: Planning the BCMS implementation

Main objective: Ensure that the candidate is able to plan the implementation of the BCMS based on ISO 22301

Competencies	Knowledge statements
1. Ability to manage a BCMS implementation project by following best practices 2. Ability to collect, analyze, and interpret the information required to plan the implementation of BCMS 3. Ability to analyze and consider the external and internal context of an organization 4. Ability to perform a gap analysis and clarify an organization's business continuity objectives 5. Ability to define and justify a BCMS scope adapted to the objectives of a specific organization 6. Ability to select and justify the selected approach and methodology adapted to the needs of the organization 7. Ability to perform the different steps of the risk management process	1. Knowledge of the main project management concepts, terminology, processes, and best practices as described in ISO 10006 2. Knowledge of the principal approaches and methodology frameworks used for implementing a BCMS 3. Knowledge of an organization's internal and external context 4. Knowledge of the main interested parties related to an organization and their characteristics 5. Knowledge of the techniques used to gather information on an organization and perform a gap analysis of the management system 6. Knowledge of the characteristics of a BCMS scope in terms of organizational and physical boundaries 7. Knowledge of the different approaches and main methodology characteristics to perform a risk assessment 8. Knowledge of the main activities of the risk identification, assessment, and evaluation

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Domain 4: Implementing a BCMS

Main objective: Ensure that the candidate is able to implement the processes of a BCMS required for an **ISO 22301** certification

Competencies	Knowledge statements
1. Ability to understand and analyze the needs and provide guidance on the segregation of roles and responsibilities within the organization 2. Ability to define the documented information management processes needed to support the implementation and the operations of a BCMS 3. Ability to define and design processes and properly document them 4. Ability to define and write BCMS policies and procedures 5. Ability to implement the required processes and controls of a BCMS 6. Ability to define and implement appropriate business continuity training and awareness programs and communication plans 7. Ability to define and implement an incident management process based on business continuity best practices	1. Knowledge of the roles and responsibilities of the key actors during and after BCMS implementation 2. Knowledge of the main organizational structures applicable for an organization to manage business continuity 3. Knowledge of the best practices on documented information management processes and the documented information management life cycle 4. Knowledge of techniques and best practices to draft business continuity policies and procedures 5. Knowledge of the characteristics and the best practices of implementing business continuity training and awareness programs and communication plans 6. Knowledge of the characteristics and the main processes of an incident management process based on best practices 7. Knowledge of the communication objectives, activities, and interested parties to enhance their support

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Domain 5: Monitoring, measurement, analysis and evaluation of a BCMS

Main objective: Ensure that the candidate is able to evaluate, monitor, and measure the performance of a BCMS

Competencies	Knowledge statements
1. Ability to monitor and evaluate the effectiveness of a BCMS 2. Ability to verify to which extent the identified BCMS requirements have been met 3. Ability to define and implement an internal audit program for ISO 22301 4. Ability to perform regular reviews regarding the suitability, adequacy, effectiveness, and efficiency of a BCMS based on the policies and objectives of the organization 5. Ability to define and perform a management review process	1. Knowledge of the techniques and best practices used to monitor the effectiveness of a BCMS 2. Knowledge of the main concepts and components related to a business continuity evaluation 3. Knowledge of the characteristics and the differences between operational, tactical, and strategic business continuity indicators and dashboards 4. Knowledge of the techniques and methods to define and document adequate and reliable indicators 5. Knowledge of the main concepts and components related to the implementation and operation of a BCMS internal audit program 6. Knowledge of the differences between the concepts of a major nonconformity and minor nonconformity 7. Knowledge of the guidelines and best practices to draft a nonconformity report 8. Knowledge of the best practices used to perform management reviews

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Domain 6: Continual improvement of a BCMS

Main objective: Ensure that the candidate is able to provide guidance on the continual improvement of an BCMS

Competencies	Knowledge statements
1. Ability to understand the principles and concepts related to continual improvement 2. Ability to counsel an organization on how to continually improve the effectiveness and the efficiency of a BCMS 3. Ability to implement continual improvement processes in an organization 4. Ability to determine the appropriate improvement tools to support the continual improvement processes of an organization 5. Ability to identify and analyze the root causes of nonconformities and propose action plans to treat them	1. Knowledge of the main concepts related to continual improvement 2. Knowledge of the characteristics and the difference between the concept of effectiveness and efficiency 3. Knowledge of the main processes, tools, and techniques used to identify the root causes of nonconformities 4. Knowledge of the characteristics and the differences between corrective actions or preventive actions 5. Knowledge of the main processes, tools, and techniques used to develop and propose the best corrective and preventive action plans 6. Knowledge of the maintenance and improvement of a BCMS

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Domain 7: Preparing for a BCMS certification audit

Main objective: Ensure that the ISO 22301 Lead Implementer candidate is able to prepare an organization for the certification against ISO 22301

Competencies	Knowledge statements
1. Ability to understand the main steps, processes, and activities related to an ISO 22301 certification audit 2. Ability to understand, explain, and illustrate the audit evidence approach in the context of an ISO 22301 audit 3. Ability to counsel an organization to identify and select a certification body that meets their expectations 4. Ability to judge whether an organization is ready and prepared for an ISO 22301 certification audit 5. Ability to train and prepare the personnel of an organization for an ISO 22301 certification audit 6. Ability to discuss and challenge the audit findings and conclusions with external auditors	1. Knowledge of evidence-based approach in an audit 2. Knowledge of the difference between the stage 1 and stage 2 audit 3. Knowledge of stage 1 audit requirements, steps, and activities 4. Knowledge of the documentation review criteria 5. Knowledge of stage 2 audit requirements, steps, and activities 6. Knowledge of the audit follow-up requirements, steps, and activities 7. Knowledge of the surveillance audits and recertification audit requirements, steps, and activities 8. Knowledge of the requirements, guidelines, and best practices for developing action plans following an ISO 22301 certification audit

Based on the abovementioned domains and their relevance, 12 questions are included in the exam, as summarized in the table below:

			Level of understanding (Cognitive/Taxonomy) required				
Competency domains	Points per question	Questions that measure comprehension, application, and analysis	Questions that measure synthesis and evaluation	Number of questions per competency domain	% of the exam devoted to each competency domain	Number of points per competency domain	% of points per competency domain
Fundamental principles and concepts of a business continuity management system (BCMS)	5	X		1	8.33	5	6.67
Business continuity management system (BCMS)	5	X		2	16.67	10	13.34
	5	X					
Planning the BCMS implementation	5	X		3	24.99	20	26.68
	5		X				
	10		X				
Implementing a BCMS	5	X		3	25	20	26.68
	10		X				
	5	X					
Performance evaluation, monitoring, and measurement of a BCMS	5		X	1	8.33	5	6.67
Continual improvement of a BCMS	5	X		1	8.33	5	6.67
Preparing for a BCMS certification audit	10		X	1	8.33	10	6.67
Total points	75						
Number of questions per level of understanding		8	4				
% of the exam devoted to each level of understanding (cognitive/taxonomy)		66.67	33.32				

The passing score of the exam is **70%**.

After successfully passing the exam, candidates will be able to apply for the "PECB Certified ISO 22301 Lead Implementer" credential depending on their level of experience.

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Taking the Exam

General Information on the Exam

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, as follows:

- 10 additional minutes for Foundation exams
- 20 additional minutes for Manager exams
- 30 additional minutes for Lead exams

PECB Exam Format and Type

1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Partner has organized the training course.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more detailed information about the online format, please refer to the PECB Online Exam Guide.

PECB exams are available in two types:
1. Essay-type question exam
2. Multiple-choice question exam

This exam comprises essay-type questions. They are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated.

The exam is open book and is not intended to measure memorizing or recalling information. It aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:
- A hard copy of ISO 22301 standard
- Training course materials (accessed through PECB Exams app and/or printed)
- Any personal notes taken during the training course (accessed through PECB Exams app and/or printed)
- A hard copy dictionary

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Any attempt to copy, collude, or otherwise cheat during the exam session will lead to automatic failure.

PECB exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examination@pecb.com.

Note: PECB will progressively transition to multiple-choice exams. They will also be open book and comprise scenario-based questions that will allow PECB to evaluate candidates' knowledge, abilities, and skills to use information in new situations (apply), draw connections among ideas (analyze), and justify a stand or decision (evaluate). All PECB multiple-choice exams have one question and three alternatives, of which only one is correct.

For specific information about exam types, languages available, and other details, visit the List of PECB Exams.

Sample Exam Questions

Question 1:
Complete the BIA matrix for the following scenario, provide a business continuity strategy, and suggest an RTO and RPO.

Possible answer:

Scenarios	Impact	Probability	RTO	RPO	Strategy
Total damage and loss of the Storage Area Network (SAN)	• *Dissatisfaction of customers* • *Financial losses* • *Negative publicity*	*Negative publicity would most certainly occur if customers could not obtain products due to their unavailability*	*4 hours*	*1 hour*	*Arrangement of the service based on the best practices by a specific IT service provider who could set up the SAN quickly and restore data from backups within the RTO*

Question 2:
Provide metrics that allow an organization to measure the effectiveness of the implementation of clause 10.1 Nonconformity and corrective action.

Possible answer:
Clause 10.1 Nonconformity and corrective action.

- *Number of nonconformities identified vs. number of nonconformities corrected*
- *Number of reoccurrences of nonconformities*
- *Average length of time taken to correct nonconformities (by category)*
- *Frequency of reoccurring nonconformities*

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Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included.

- The time span for the communication starts from the exam date and lasts three to eight weeks for essay type exams and two to four weeks for multiple-choice paper-based exams.

- For online multiple-choice exams, candidates receive their results instantly.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Candidates that disagree with the results may request a re-evaluation by writing to results@pecb.com within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the PECB Ticketing System. Any complaint received after 30 days will not be processed.

Exam Retake Policy

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, s/he must wait 15 days after the initial date of the exam for the next attempt (1st retake).

    Note: Candidates who have completed the training course with one of our partners, and failed the first exam attempt, are eligible to retake for free the exam within a 12-month period from the date the coupon code is received, because the fee paid for the training course, includes a first exam attempt and one retake). Otherwise, retake fees apply.

For candidates that fail the exam retake, PECB recommends they attend a training course in order to be better prepared for the exam.

To arrange exam retakes, based on exam format, candidates that have completed a training course, must follow the steps below:

1. Online Exam: when scheduling the exam retake, use initial coupon code to waive the fee
2. Paper-Based Exam: candidates need to contact the PECB Partner/Distributor who has initially organized the session for exam retake arrangement (date, time, place, costs).

Candidates that have not completed a training course with a partner, but sat for the online exam directly with PECB, do not fall under this policy. The process to schedule the exam retake is the same as for the initial exam.

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Exam Security

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of PECB exams. Any disclosure of information about the content of PECB exams is a direct violation of PECB's Code of Ethics. PECB will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing PECB credentials and revoking any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Reschedule the Exam

For any changes with regard to the exam date, time, location, or other details, please contact examination@pecb.com.

Apply for Certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements need to be fulfilled in order to obtain a PECB certification. Candidates are required to fill out the online certification application form (that can be accessed via their PECB online profile), including contact details of references who will be contacted to validate the candidate's professional experience. Candidates can submit their application in various languages. Candidates can choose to either pay online or be billed. For additional information, contact certification@pecb.com.

The online certification application process is very simple and takes only a few minutes, as follows:
- Register your account
- Check your email for the confirmation link
- Log in to apply for certification

For more information about the application process, follow the instructions on this manual Apply for Certification.

The application is approved as soon as the Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. An email will be sent to the email address provided during the application process to communicate the application status. If approved, candidates will then be able to download the certification from their PECB Account.

PECB provides support in both English and French.

Renew your Certification

PECB certifications are valid for three years. To maintain them, candidates must demonstrate every year that they are still performing tasks that are related to the certification. PECB certified professionals must annually provide Continual Professional Development (CPD) credits and pay $100 as the Annual Maintenance Fee (AMF) to maintain the certification. For more information, please visit the Certification Maintenance page on the PECB website.

Closing a Case

If candidates do not apply for certification within three years, their case will be closed. Even though the certification period expires, candidates have the right to reopen their case. However, PECB will no longer be responsible for any changes regarding the conditions, standards, policies, and candidate handbook that were applicable before the case was closed. A candidate requesting their case to reopen must do so in writing and pay the required fee.

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SECTION III: CERTIFICATION REQUIREMENTS

ISO 22301 Lead Implementer

The requirements for **PECB ISO 22301** Implementer certifications are**:**

Credential	Exam	Professional experience	MS project experience	Other requirements
PECB Certified ISO 22301 Provisional Implementer	PECB Certified ISO 22301 Lead Implementer Exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Implementer	PECB Certified ISO 22301 Lead Implementer Exam or equivalent	**Two years:** One year of work experience in Business Continuity Management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Lead Implementer	PECB Certified ISO 22301 Lead Implementer Exam or equivalent	**Five years:** Two years of work experience in Business Continuity Management	Project activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Senior Lead Implementer	PECB Certified ISO 22301 Lead Implementer Exam or Equivalent	**Ten:** Seven years of work experience in Business Continuity Management	Project activities: a total of 1,000 hours	Signing the PECB Code of Ethics

To be considered valid, the implementation activities should follow best implementation and management practices and include the following:
1. Drafting the BCMS plan
2. Initiating the BCMS implementation
3. Implementing the BCMS
4. Managing, monitoring, and maintaining the BCMS
5. Identifying and acting upon continual improvement opportunities

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SECTION IV: CERTIFICATION RULES AND POLICIES

Professional References

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their BCMS project experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid.

Professional Experience

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the résumé.

BCMS Project Experience

The candidate's BCMS project log will be checked to ensure that the candidate has the required number of implementation hours.

Evaluation of Certification Applications

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

Denial of Certification

PECB can deny certification if candidates:
- Falsify the application
- Violate the exam procedures
- Violate the PECB Code of Ethics
- Fail the exam

For more detailed information, refer to "Complaint and Appeal" section.

The application payment for the certification is non-refundable.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:
- PECB receives large amounts of or serious complaints by interested parties (Suspension will be applied until the investigation has been completed.).
- The logos of PECB or accreditation bodies are intentionally misused.
- The candidate fails to correct the misuse of a certification mark within the time frame determined by PECB.
- The certified individual has voluntarily requested a suspension.
- PECB deems appropriate other conditions for suspension of certification.

Revocation of Certification

PECB can revoke certification if the candidate fails to fulfill the PECB requirements. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Other reasons for revoking certification can be if candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other PECB rules

Upgrade of Credentials

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to login in to their PECB Account, visit the "My Certifications" tab, and click on the "Upgrade" link. The upgrade application fee is $100.

Downgrade of Credentials

A PECB Certification can be downgraded to a lower credential due to the following reasons:

- The AMF has not been paid.
- The CPD hours have not been submitted.
- Insufficient CPD hours have been submitted.
- Evidence on CPD hours has not been submitted upon request.

Note: *PECB certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. More information about these statuses and the permanent cessation status, and how to apply, please visit Certification Status Options.

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SECTION V: PECB GENERAL POLICIES

PECB Code of Ethics

Adherence to the PECB Code of Ethics is a voluntary engagement. It is important that PECB certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found here.

Other Exams and Certifications

PECB accepts certifications and exams from other recognized accredited certification bodies. PECB will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective PECB certification (e.g., ISO/IEC 27001 Lead Auditor certification).

Non-discrimination and Special Accommodations

All candidate applications will be evaluated objectively, regardless of the candidate's age, gender, race, religion, nationality, or marital status.

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the Partner/Distributor in order for them to make proper arrangements. Any information candidates provide regarding their disability/need will be treated with strict confidentiality.

Click here to download the Candidates with Disabilities Form.

Complaints and Appeals

Any complaints must be made no later than 30 days after receiving the certification decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If they do not find the response satisfactory, the candidate has the right to file an appeal. For more information about the complaints and appeal procedures, click here.

(1) According to ADA, the term "reasonable accommodation" may include: (A) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

(2) ADA Amendments Act of 2008 (P.L. 110-325) Sec. 12189. Examinations and courses. [Section 309]: Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or post-secondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.

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PECB Help Center
Visit our [Help Center](#) to browse Frequently Asked Questions (FAQ), view manuals for using PECB website and applications, read documents related to PECB processes, or to contact us via Support Center's online tracking system.

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