



**Disclaimer:** Certified” refers to ISO/IEC 17024 certifications’ requirements, and “Certificate holder” refers to ASTM E2659 certificate programs’ requirements.

## **Purpose**

## **Scope**

### **Requesting changes to exam schedule**

PECB Exam Policy

Receive the exam results

Exam retake policy

Examination security

Confidentiality and non-disclosure

Exclusion of liability

Reasons for the online invigilator to terminate an exam session

## **1. Purpose**

Provides a comprehensive overview of the online examination process.

## **2. Scope**

Welcome to our Online Exam Policy, where transparency, fairness, and the integrity of the examination process are our top priorities. This comprehensive policy covers changes to exam schedules, cancelation, rescheduling, no-shows, refunds, result delivery, exam retake eligibility, and security measures. We are committed to maintaining the integrity of the examination process and ensuring a clear and consistent approach to termination reasons and liability exclusion. Explore our policy for a streamlined understanding of the key procedures.

## **3. Requesting changes to exam schedule**

Given the established operational procedures, any requests for changes to the exam schedule, (including modifications to the scheduled exam language, etc.) cannot be accommodated if they are made less than 48 hours of the scheduled exam start time.

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## 4. PECB Exam Policy

### 1. Direct Exam Candidates

Action	Conditions	Fee / Refund
Rescheduling	Up to 2 times	Free of charge
Further Rescheduling (after 2 attempts)	-	Regular exam fee applies: → Foundation – <b>\$500</b> → Manager – <b>\$700</b> → Lead – <b>\$1,000</b>
Cancellation	48 hours or more before the exam	Full refund, minus <b>5% processing fee</b>
Cancellation	Less than 48 hours before the exam	No refund

### 2. Candidates with a Training Course Package

Action	Conditions	Fee / Refund
Rescheduling	Up to 2 times	Free of charge
Further Rescheduling (after 2 attempts)	-	Regular exam fee applies: → Foundation – <b>\$500</b> → Manager – <b>\$700</b> → Lead – <b>\$1,000</b>
Cancellation	Before the exam start time	Does <b>not</b> consume an exam attempt

### 3. No-Shows

For both Direct Exam Candidates and Training Course Candidates, failure to attend the scheduled exam without prior rescheduling or cancellation will be treated according to the above cancellation policy.

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## 5. Receive the exam results

### 5.1 Essay type exams

Exam results will be communicated via email. The only possible results are pass and fail; no specific grade will be time span for the communication of those results starts from the exam date and lasts three to eight weeks.

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 who disagree with the results may request a re-evaluation by writing to [results@pecb.com](mailto: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 re-evaluation, they have 30 more days from the date of receiving the re-evaluation results to file a complaint through the PECB Ticketing System. Complaints received after 30 days will not be processed.

### 5.2 Multiple-choice exams

Candidates will see their exact grade instantly after submitting the exam, and they will be informed if they passed or failed. Exam results will also be communicated via email.

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.

If candidates do not agree with the results, they have 30 days from the date of receiving the results to file a complaint through the [PECB Ticketing System](#). Complaints received after 30 days will not be processed.

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## 6. Exam retake policy

There is no limit to the number of times an examinee may retake an exam; however, certain conditions apply regarding the time frame between retakes.

Examinees who have completed a training course with a PECB Partner and did not pass the exam on their first attempt are eligible for one free retake within **12 months** from the last day of their training course. (The training course fee covers the first attempt and one free retake.) Both the initial attempt and the retake must be completed within this 12-month period. After this period, standard retake fees will apply.

If an examinee does not pass the retake, PECB strongly recommends attending another training course to enhance their preparation before attempting the exam again.

To schedule an exam retake, examinees should follow the same procedure used to book their initial exam.

Examinees who have not completed a training course with a PECB Partner and have taken the exam directly through PECB are not covered by this policy. In such cases, the retake process remains the same as for the initial exam, and the applicable exam fee must be paid.

## 7. Examination security

A significant component of a successful and respected professional certification credential is maintaining the security and confidentiality of the examination. PECB places a substantial reliance on the ethical conduct of both certificate holders and applicants to uphold the integrity and confidentiality of PECB examinations.

Disclosing information related to PECB examination content by individuals possessing PECB credentials contravenes the PECB Code of Ethics. Such actions will lead to appropriate measures taken by PECB against the transgressors of PECB Policies and the Code of Ethics. These measures may encompass the permanent exclusion of individuals from pursuing PECB credentials and the revocation of certifications or invalidation of certificates previously granted. Additionally, PECB is committed to pursuing legal recourse against individuals or entities that infringe upon its copyrights, proprietary rights, and intellectual property.

PECB earnestly expects examinees' commitment to the principles of ethical conduct and confidentiality, which are integral to maintaining the credibility and trustworthiness of PECB certifications.

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## 8. Confidentiality and non-disclosure

THE DISCLOSURE OF THIS EXAMINATION (THE “EXAM”) AND ANY ACCOMPANYING MATERIALS (THE EXAM AND SUCH MATERIALS COLLECTIVELY REFERRED TO AS THE “EXAM MATERIALS”) IS SUBJECT TO THE TERMS AND CONDITIONS OF THE PECB EXAM CONFIDENTIALITY AGREEMENT.

BY FILLING THIS EXAM YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT THEN YOU MUST NOT TAKE THIS EXAM.

This is a legal agreement between you and the PECB Group Inc. (“PECB”) that sets forth the terms and conditions of your use of the EXAM MATERIALS.

You understand, acknowledge, and agree that:

- The questions and answers of the Exam Materials are the exclusive and confidential property of PECB; and once the completed Exam is submitted to PECB, the original Exam nor a copy cannot be restituted to you;
- You may not disclose the questions or answers or discuss any of the content of the Exam Materials with any person;
- You will not remove from the examination room any Exam Materials of any kind provided to you or any other material related to the Exam, including, without limitation, any notes or calculations;
- You will not copy or attempt to make copies (written, photocopied, or otherwise) of any Exam Materials, including, without limitation, any questions, answers, or screen images;
- You will not sell or give away the questions or answers;
- You will not participate nor promote fraudulent test-taking practices, including using “brain dump” sites as they are not authorized by PECB
- Violation of any of these provisions may cause irreparable harm to PECB for which monetary remedies may be inadequate, and therefore PECB may take all appropriate actions to remedy or prevent any unauthorized disclosure or misuse, including, without limitation, obtaining an immediate injunction.
- Where deemed necessary by the Accreditation Authority, you will accept to be witnessed by the Accreditation Authority’s representatives to allow them to assess PECB’s performance in carrying out online examination activities.

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## 9. Exclusion of liability

The information given on this platform is to the best of PECB's knowledge and belief correct, complete and up to date. However, this website and platform, including any content accessible through it, is made available without any warranty or assurance of any kind, either explicit or implicit.

Access to and use of this website and online platform is at the user's own risk. PECB is not responsible and cannot accept liability for loss or damage of any kind alleged to have been suffered as a result of or in connection with access to and/or use of this platform.

Hyperlinks to the websites of third parties do not constitute any approval of their content on PECB's part, and PECB is not responsible for the availability or content of such websites. Access to any such website via such a link is at the user's risk.

## 10. Reasons for the online invigilator to terminate an exam session

- If the examinee remains offline or experiences technical issues for more than 10 minutes.
- If the examinee encounters technical problems preventing them from submitting the exam.
- If the examinee fails the verification stage.
- If the examinee repeatedly violates exam policies.
- If the online exam app crashes multiple times, the examinee will be offered the opportunity to reschedule the exam.

**Note:** If examinees submit a certain number of questions but later find that fewer were saved, they should immediately report the issue to the online invigilator. The invigilator, in coordination with the Examination Department, will review the claim within 48 hours (excluding weekends). After the review, either the invigilator or the Examination Department will reach out to the examinee to discuss the option of rescheduling the full exam free of charge.

# PECB

If you need further assistance, please contact the PECB Customer Service department at [support@pecb.com](mailto:support@pecb.com) or drop a service Ticket at our Help Center.

