



PECB

Candidate Handbook

**CERTIFIED ARTIFICIAL
INTELLIGENCE MANAGER**



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SECTION I: INTRODUCTION

About PECB¹

PECB is a leading certification body dedicated to fostering digital trust through comprehensive education, certification, and certificate programs across various disciplines. We empower professionals to develop and demonstrate their competence in digital security and other areas of expertise by providing world-class certification programs that adhere to internationally recognized standards.

Vision: As the global leader in digital trust education and certification, our vision is to empower and inspire professionals by enhancing their skills and fostering their professional success.

Mission: Our mission is to empower professionals with the knowledge and skills to protect their digital assets and ensure business continuity. Through our comprehensive programs, we aim to foster a secure digital ecosystem where innovation thrives and risks are managed effectively.

Values: Growth, Change, Harmony, Simplicity, Reliability, and Quality

Accreditations and Affiliations

At PECB, we are driven and culturally powered by a systemic process of continual improvement and professional development. As a testament to our high standards and commitment to providing quality services to our clients, PECB is accredited by a number of bodies and is a member of many professional organizations.

For detailed information on our accreditations and affiliations, click [here](#).

PECB Code of Ethics

The Code of Ethics is the set of values that PECB is committed to following, and defines the responsibilities of PECB professionals, including employees, trainers, examiners, invigilators, members of different committees, partners, distributors, certified individuals, and certificate holders. To read the PECB's Code of Ethics, click [here](#).

¹ Notes:

- The legal name of PECB is "PECB Group Pte. Ltd."
- PECB is an acronym that stands for "Professional Evaluation and Certification Board."
- Education (used in the first sentence of this page) refers to training courses developed by PECB, and offered globally through its network of partners.
- Certification refers to certification services provided according to ISO/IEC 17024. Certificate Program refers to certificate program services provided according to ANSI/ASTM E2659.
- "Certified" refers to ISO/IEC 17024 certifications' requirements and "Certificate holder" refers to ASTM E2659 certificate programs' requirements. Certificate holders are not certified, licensed, accredited, or registered to engage in a specific occupation or profession.

Introduction to Certified Artificial Intelligence Manager Certification

This document specifies the PECB Certified Artificial Intelligence Manager certification scheme in compliance with ISO/IEC 17024:2012. It also outlines the steps that candidates should take to obtain and maintain their credentials. As such, it is very important to carefully read all the information included in this document before completing and submitting your application.

If you have questions or need further information after reading it, please contact support@pecb.com.

SECTION II: EXAM PROCESS, RULES AND POLICIES

For detailed and most up-to-date information, you are advised to refer to the online **Exam Rules and Policies** by clicking [here](#).

Preparing For and Scheduling the Exam

To schedule the exam, candidates have two options:

1. **Online:** Through the [PECB Exams application](#). To schedule a remote exam, please go to the following link: [Exam Events](#).
2. **Paper-based:** By contacting the PECB authorized partner that provided the training course. The partner arranges the date, time, and location where the candidate is going to attend the exam.

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

Special Accommodations

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of special needs (dyslexia, dyspraxia, ADHD, vision impairment, but not limited to) and temporary conditions (pregnancy, surgery, postoperative recovery, but not limited to), they can apply for such arrangements through the myPECB dashboard/ Enroll for an Exam. Any information that candidates provide regarding their special needs will be treated with confidentiality.

Taking the Exam

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

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

Online Exam Rules	Paper-Based Exam Rules
<ul style="list-style-type: none">• Exams are provided electronically via the PECB Exams application.• The use of secondary electronic devices, such as tablets and phones, is not allowed during the exam.• The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.• If requested on the day of the exam, additional time can be provided to candidates taking the exam in a non-native language, as follows:<ul style="list-style-type: none">— 10 additional minutes for Foundation exams— 20 additional minutes for Manager exams— 30 additional minutes for Lead exams	<ul style="list-style-type: none">• 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.• If requested on the day of the exam, additional time can be provided to candidates taking the exam in a non-native language, as follows:<ul style="list-style-type: none">— 10 additional minutes for Foundation exams— 20 additional minutes for Manager exams— 30 additional minutes for Lead exams

For specific information on exam types, languages available, and other details, please check the [List of PECB Exams](#).

Exam Results

Exam results will be communicated via email.

- The time span for the communication of exam results 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.

If candidates disagree with the evaluation, they may request a re-evaluation of their exam results within 30 days from the date they receive their exam results. If still not satisfied, they can file an appeal through the [PECB Ticketing System](#) within 30 days from the date they receive the re-evaluation decision. Appeals received after 30 days will not be processed. For more detailed information, please refer to [Complaint and Appeal Policy](#).

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. For more information, please visit this link: [Exam Rules and Policies - PECB](#).

Exam Security Policy

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 who violate such rules and policies, including permanently banning individuals from pursuing PECB credentials and revoking/invalidating any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Exam Competency Domains

The Certified Artificial Intelligence Manager certification is intended for:

- AI project and product managers who are responsible for planning and delivering AI initiatives, need to strengthen their governance skills, and communicate outcomes clearly to stakeholders
- Business leaders and program directors (including transformation leaders, COOs, and department directors) who oversee AI initiatives across cross-functional teams and must ensure that technology investments support business objectives
- Risk, compliance, and governance officers who review AI use cases, handle AI risk assessments and transparency reports, and ensure that the organization complies with ethical guidelines, internal policies, and external regulations
- Team leaders and managers in key industries (such as health care, finance, manufacturing, and public services) who work with vendors and internal teams to ensure that AI solutions deliver tangible measurable value
- IT managers, consultants, and digital transformation professionals moving into AI leadership roles who require a comprehensive understanding of AI strategy, data readiness, governance, and automation tools

The content of the exam is divided as follows:

- **Domain 1:** AI foundations, strategy, and opportunity management
- **Domain 2:** AI governance, policy, and risk management
- **Domain 3:** Prompt engineering, decision intelligence, and Power BI
- **Domain 4:** Foundations of AI-driven automation
- **Domain 5:** Large language models and generative AI

Domain 1: AI foundations, strategy, and opportunity management

Main objective: Ensure that the candidate is able to interpret fundamental AI concepts, align them with business strategy, and manage the life cycle of AI opportunities and data readiness.

Competencies	Knowledge statements
1. Ability to define AI systems within a business and regulatory context	1. Knowledge of AI system definitions within a business and regulatory context
2. Ability to distinguish between AI systems and traditional deterministic software	2. Knowledge of the differences between AI systems and traditional deterministic software depending on data
3. Ability to explain core AI capabilities including generative AI and retrieval-augmented generation (RAG)	3. Knowledge of core AI capabilities and essential terms including generative AI and RAG
4. Ability to describe the transition from rule-based automation to goal-driven AI agents	4. Knowledge of the transition from rule-based automation to goal-driven AI agents
5. Ability to discuss the six primitives of AI use cases for organizational impact	5. Knowledge of the six primitives of AI use cases for organizational impact
6. Ability to prioritize AI opportunities using the impact/effort framework	6. Knowledge of how to prioritize AI opportunities using the impact/effort framework
7. Ability to align AI initiatives with business strategy and measurable success criteria	7. Knowledge of aligning AI initiatives with business strategy, scalability, and measurable success criteria
8. Ability to identify characteristics of high-quality data, fit for the use of AI	8. Knowledge of the characteristics of high-quality data fit for AI usage and performance
9. Ability to define governance roles and decision rights for AI data products	9. Knowledge of governance roles and decision rights for AI data products and scalability
10. Ability to evaluate “build vs. buy” trade-offs and vendor security requirements	10. Knowledge of “build vs. buy” trade-offs and vendor security requirements
11. Ability to describe the life cycle of testing, launching, and monitoring AI projects	11. Knowledge of the life cycle of testing, launching, and monitoring AI projects
12. Ability to recognize emerging risks and regulatory obligations such as the EU AI Act	12. Knowledge of emerging risks and regulatory obligations such as the EU AI Act

Domain 2: AI governance, policy, and risk management

Main objective: Ensure that the candidate is able to interpret the fundamental concepts and principles of data analysis and visualization, and apply them effectively in AI and data science contexts.

Competencies	Knowledge statements
1. Ability to explain the importance of AI governance in aligning systems with business goals and human rights	1. Knowledge of the importance of AI governance in aligning systems with business goals and human rights
2. Ability to apply governance frameworks such as NIST’s GOVERN function, ISO/IEC 42001 AI management system (AIMS), and the EU AI Act	2. Knowledge of governance frameworks such as NIST’s GOVERN function, ISO/IEC 42001 AIMS, and the EU AI Act
3. Ability to design an AI policy stack including high-level principles, operational standards, and system registers	3. Knowledge of the AI policy stack including high-level principles, operational standards, and system registers
4. Ability to define roles and responsibilities for AI providers and deployers to ensure enterprise-level accountability	4. Knowledge of roles and responsibilities for AI providers and deployers to ensure enterprise-level accountability and security obligations
5. Ability to identify types of AI fairness, including individual, group, and counterfactual fairness	5. Knowledge of the types of AI fairness, including individual, group, and counterfactual fairness
6. Ability to implement bias mitigation strategies and documentation protocols for high-risk AI systems	6. Knowledge of bias mitigation strategies and documentation protocols for high-risk AI systems
7. Ability to explain the principles of transparency and explainability to foster user trust and realistic expectations	7. Knowledge of the principles of transparency and explainability to foster user trust and realistic expectations and to enhance the experience
8. Ability to assess AI data security risks, such as prompt injection, data poisoning, and model manipulation	8. Knowledge of AI data security risks, such as prompt injection, data poisoning, and model manipulation
9. Ability to apply security controls including encryption, identity management, and “zero-click” exploit prevention	9. Knowledge of security controls including encryption, identity management, and “zero-click” exploit prevention
10. Ability to execute the AI risk management process: identify, assess, treat, and monitor risks based on ISO 31000 and ISO/IEC 23894	10. Knowledge of the AI risk management process: identify, assess, treat, and monitor risks based on ISO 31000 and ISO/IEC 23894
11. Ability to develop an AI risk profile and prioritize controls for safety, privacy, and technical robustness	11. Knowledge of how to develop an AI risk profile and prioritize controls for safety, privacy, and technical robustness

Domain 3: Prompt engineering, decision intelligence, and Power BI

Main objective: Ensure that the candidate is able to optimize AI interactions through prompt engineering, apply data-driven decision-making frameworks, and utilize Power BI for effective business intelligence and storytelling.

Competencies	Knowledge statements
1. Ability to apply prompt engineering techniques to improve the accuracy and relevance of AI-generated outputs	1. Knowledge of prompt engineering principles and techniques to improve AI-generated outputs
2. Ability to recognize and mitigate prompt injection risks and other exploits in AI systems	2. Knowledge of prompt injection risks and other security vulnerabilities including traceability
3. Ability to distinguish between intuition-based decisions and data-driven decision-making (DDDM)	3. Knowledge of the differences between intuition-based and DDDM
4. Ability to apply the Gartner analytic ascendancy model to categorize analytics into descriptive, diagnostic, predictive, and prescriptive	4. Knowledge of the Gartner analytic ascendancy model and its four levels: descriptive, diagnostic, predictive, and prescriptive
5. Ability to define SMART key performance indicators (KPIs) that are specific, measurable, achievable, relevant, and time-bound	5. Knowledge of the SMART criteria for defining effective KPIs
6. Ability to distinguish between leading and lagging indicators to manage business performance effectively	6. Knowledge of the differences between leading and lagging indicators in performance management
7. Ability to differentiate between exploratory analysis and explanatory analysis	7. Knowledge of the differences between exploratory and explanatory data analysis
8. Ability to effectively use the Power BI ecosystem, including its connection types and data structures, to support business intelligence and AI analysis	8. Knowledge of how to effectively use the Power BI ecosystem, including its connection types and data structures, to support business intelligence and AI analysis

Domain 4: Foundations of AI-driven automation

Main objective: Ensure that the candidate can design, implement, and govern autonomous AI agentic systems and automated workflows using platforms such as n8n.

Competencies	Knowledge statements
1. Ability to distinguish between deterministic (scripted) automation and autonomous agentic systems	1. Knowledge of the differences between deterministic automation and agentic systems
2. Ability to design agent personas and behavioral constraints using system prompting techniques	2. Knowledge of how system prompting and persona optimization steer agent behavior and boundaries
3. Ability to implement memory and tool-calling to enable agents to interact with external applications and maintain state	3. Knowledge of agentic “memory” (context vs. long-term) and the mechanism of tool calling through structured data
4. Ability to compare single-agent and multi-agent architectures to determine the best approach for complex tasks	4. Knowledge of the trade-offs between single-agent simplicity and multi-agent collaboration and scalability
5. Ability to apply the AI automation project life cycle, from defining goals and inputs to quality assurance and testing	5. Knowledge of the phases of the AI automation project life cycle and the importance of role specialization among agents
6. Ability to manage human-in-the-loop (HITL) governance by defining oversight roles: on, in, or above the loop	6. Knowledge of governance models HITL such as on, in, and above the loop to ensure accountability and safety in automated systems
7. Ability to navigate the productivity dip (J-curve) and identify “Shadow AI” risks during organizational adoption	7. Knowledge of the productivity dip and the security and intellectual property risks associated with unsanctioned shadow AI
8. Ability to effectively use the n8n ecosystem and build automated business workflows	8. Knowledge of how to effectively use the n8n ecosystem and to build automated business workflows

Domain 5: Large language models and generative AI

Main objective: Ensure that the candidate understands the fundamental mechanics, capabilities, and limitations of LLMs, as well as frameworks for grounding them with organizational data.

Competencies	Knowledge statements
1. Ability to explain the probabilistic nature of LLMs as next-token predictors based on the transformer architecture	1. Knowledge of LLMs as probabilistic engines and the role of the transformer architecture in understanding context
2. Ability to manage the context window to maintain conversation continuity and optimize information retrieval	2. Knowledge of context window limits and how models retrieve information from long documents
3. Ability to apply tokenomics principles to optimize the cost, latency, and performance of AI interactions	3. Knowledge of how tokens drive costs and speed, and the differences in token counting across models
4. Ability to evaluate the trade-offs between proprietary, open-source, and hybrid LLM ecosystems	4. Knowledge of the pros and cons of proprietary vs. open-source models regarding performance, privacy, and cost
5. Ability to identify and mitigate various types of hallucinations, such as fact fabrication and faithfulness errors	5. Knowledge of the root causes and types of hallucinations in LLM-generated content
6. Ability to implement the RAG framework to ground AI responses in verified sources	6. Knowledge of the RAG framework and how it bridges the knowledge gap by connecting LLMs to live data
7. Ability to distinguish between RAG and fine-tuning to choose the appropriate method for adding knowledge or changing behavior	7. Knowledge of when to use RAG (for changing facts) versus fine-tuning (for teaching new skills or styles)
8. Ability to explain the role of embeddings and vector databases in enabling semantic search for RAG systems	8. Knowledge of how embeddings and vector databases represent meaning through numbers to support similarity search

Based on the above-mentioned domains and their relevance, the exam contains 80 multiple-choice questions, as summarized in the table below:

				Level of understanding (Cognitive/Taxonomy) required	
		Number of questions/points per competency domain	% of the exam devoted/points to/for each competency domain	Questions that measure comprehension, application, and analysis	Questions that measure evaluation
Competency domains	AI foundations, strategy, and opportunity management	22	27.5	X	
	AI governance, policy, and risk management	23	28.7	X	
	Prompt engineering, decision intelligence, and Power BI	18	22.5		X
	Foundations of AI-driven automation	10	12.5	X	
	Large language models and generative AI	7	8.7		X
Total		80	100%		
Number of questions per level of understanding				55	25
% of the exam devoted to each level of understanding (cognitive/taxonomy)				68.75%	31.25%

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

This exam comprises multiple-choice questions: The multiple-choice exam can be used to evaluate candidates' understanding of both simple and complex concepts. It comprises both stand-alone and scenario-based questions. Stand-alone questions stand independently within the exam and are not context-dependent, whereas scenario-based questions are context-dependent, i.e., they are developed based on a scenario that a candidate is asked to read and is expected to provide answers to five questions related to that scenario. When answering stand-alone and scenario-based questions, candidates will have to apply various concepts and principles explained during the training course, analyze problems, identify and evaluate alternatives, combine several concepts or ideas, etc.

Each multiple-choice question has three options, of which one is the correct response option (keyed response) and two incorrect response options (distractors).

This is an open-book exam. The candidate is allowed to use the following reference materials:

- Training course materials (accessed through the PECB Exams app and/or printed)
- Any personal notes taken during the training course (accessed through the PECB Exams app and/or printed)

A sample of exam questions will be provided below.

Sample exam questions

- 1. When identifying AI opportunities in an organization, which option best reflects the three common workplace challenges?**
 - A. Break/fix IT incidents, connectivity issues, and device troubleshooting
 - B. Security breaches, compliance audits, and incident response activities
 - C. **Repetitive low-value work, capability bottlenecks, and ambiguous situations**

- 2. Which approach best supports identifying and prioritizing AI opportunities across an organization?**
 - A. **Educate teams on common AI use cases, map ideas to AI strengths, prioritize by business impact**
 - B. Educate teams on common AI use cases, collect ideas broadly, prioritize by feasibility and speed
 - C. Educate teams on common AI use cases, map ideas to AI strengths, prioritize by adoption readiness

- 3. Which prompting technique involves giving a language model several example input–output pairs to demonstrate the expected format before requesting the final answer?**
 - A. Zero-shot prompting
 - B. **Few-shot prompting**
 - C. Chain-of-thought prompting

- 4. What is the primary purpose of a system prompt in an AI interaction?**
 - A. To store the user's personal credit card information and address
 - B. **To provide the AI's overall rules, tasks, persona, and behavioral boundaries**
 - C. To translate the user's input into different languages automatically

- 5. Which option is one of the “six primitives of AI use cases”?**
 - A. Database sharing
 - B. **Content creation**
 - C. Data-center cooling optimization

SECTION III: CERTIFICATION PROCESS, RULES AND POLICIES

PECB Certified Artificial Intelligence Manager Credentials

All PECB certifications have specific requirements regarding professional experience. To determine which credential is right for you, take into account your professional needs and analyze the criteria for the certifications.

The credentials in the PECB Certified Artificial Intelligence Manager scheme have the following requirements:

Credential	Exam	Professional experience	Project Experience	Other requirements
PECB Certified Artificial Intelligence Provisional Manager	PECB Certified Artificial Intelligence Manager exam	None	None	Signing the PECB Code of Ethics
PECB Certified Artificial Intelligence Manager	PECB Certified Artificial Intelligence Manager exam	Five years: two years of artificial intelligence experience	300 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. Aligning AI initiatives with business goals, ownership, and ROI metrics
2. Managing AI projects end-to-end
3. Defining AI governance practices
4. Building KPI frameworks and interactive Power BI dashboards for decision-making
5. Designing automation workflows
6. Supporting AI adoption via change management, training, and monitoring plans

For detailed and most up-to-date information, you are advised to refer to the online **Certification Process** by clicking [here](#).

Applying for Certification

All participants who successfully pass their certification exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific professional requirements will need to be fulfilled to be PECB certified.

The application process is very simple and takes only a few minutes:

- [Create](#) your account
- Check your email for the confirmation link
- [Log in](#) and click on Apply for Certificate

The approval of the application occurs when the Certification Department validates that you fulfill all the certification requirements regarding the credential you have applied for. An email will be sent to the address you provided during your application to update you on your application status. If

approved, you will then be able to download your certificate and digital badge from your member account.

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 CV.

Professional References

For each application, two professional references are required. Professional references shall be individuals who have worked with you in a professional environment and can validate your expertise in the respective field, current, and previous work history. You cannot use as a reference the persons who fall under your supervision or are a relative of yours.

Project Experience

The candidate's 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 candidates' eligibility for certification or certificate program. 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 may lead to the candidates' credential downgrade.

PECB can deny certification/certificate program if candidates:

- Falsify the application
- Violate the exam procedures
- Violate the PECB Code of Ethics
- Fail the exam

If applicants have any concerns regarding the denial of certification/certificate program, they may file an appeal by following the complaint and appeal process [Complaint and Appeal Policy](#).

The application payment for the certification/certificate program is nonrefundable. This is due to the application verification process, the evidence submitted by the candidates, and the involvement of the relevant departments.

If candidates pass the exam, they can apply for the certificate within 12 months from the course completion date for instructor-led training, or within 12 months from the purchase date for self-study and eLearning formats. 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 to certification.team@pecb.com and pay the required fee.

SECTION IV: CERTIFICATION MAINTENANCE POLICY

For detailed and most up-to-date information, you are advised to refer to the online **Certification Maintenance Policy** by clicking [here](#).

Renewing the Certification

PECB certifications are valid for three years. To maintain them, PECB certified professionals must meet the requirements related to the designated credential, e.g., they must fulfill the required number of continuing professional development (CPD) hours. In addition, they need to pay the annual maintenance fee.

Upgrade Credentials

PECB Certifications can be upgraded online through your dashboard by logging in [here](#), clicking **View Certificate**, and then clicking the **Upgrade** button. For more information on the upgrade requirements and fees, go to the [Certification Maintenance](#) page on the PECB website.

Suspension of Certification

Failure to submit the CPD and AMF payment during the certification cycle will result in a 12-month suspension period, during which you can address any outstanding AMFs and CPDs. In addition to these, the certification may be suspended for other reasons listed in the **Certification Maintenance Policy**. Individuals whose certification has been suspended are not authorized to further promote their certification while it is suspended.

Suspended members must remediate their suspension within a maximum period of 12 months.

Revocation of Certification

PECB can revoke (that is, withdraw) certification if the candidate fails to address the outstanding AMFs and CPDs during the 12-month suspension period. In addition to these, certification may be revoked for other reasons listed in the **Certification Maintenance Policy**. Individuals whose certification has been revoked are not authorized to use any references to a certified status.

If candidates disagree with any certification decision (certification level, suspension, or revocation) they may request a re-evaluation within 30 days from the date they receive their certification decision. If still not satisfied, they can file an appeal through the [PECB Ticketing System](#) within 30 days from the date they receive the re-evaluation decision. Appeals received after 30 days will not be processed. For more detailed information, please refer to [Complaint and Appeal Policy](#).

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntary withdrawn, or designated as Emeritus. For more information, go to the [Certification Maintenance](#) page on the PECB website.

SECTION V: OTHER POLICIES

Application Fees for Examination and Certification

Candidates may take the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: \$1000²
- Manager Exam: \$700
- Foundation Exam: \$500
- Transition Exam: \$500

The application fee for certification is as follows:

- Master Certification: \$100
- Foundation Certification: \$200
- Transition Certification: \$200
- All other Certifications: \$500

For candidates who complete a training, eLearning, or self-study course delivered by a PECB Partner, the training fee includes the first exam attempt, one free retake, the certification application fee, and the first year of the Annual Maintenance Fee (AMF). This cycle must be completed within 12 months from the course completion date for instructor-led training, or within 12 months from the purchase date for self-study and eLearning formats.

Complaint and Appeal Policy

A person wishing to file a complaint or an appeal can do so by submitting a [service ticket](#) and selecting the corresponding category in the topic dropdown menu: “file a complaint” or “file a certification/certificate program appeal”. Before filing a complaint or an appeal, make sure to follow the [complaint and appeal policy](#).

Exams from Other Accredited Certification Bodies

PECB accepts exams from other recognized accredited certification bodies. PECB will evaluate the requests through its equivalence process to decide whether the respective exam(s) can be accepted as equivalent to the respective PECB certification.

Refund Policy

PECB will refund your payment if the requirements of the Refund Policy are met. To read the Refund Policy, click [here](#).

² All prices listed in this document are in US dollars.



Contact PECB Support at
support@pecb.com



Telephone number
+1-844-426-7322



Visit our [Help Center](#) to access manuals, FAQs, and quick guides, or reach us directly via Live Chat or by submitting a ticket [here](#).

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