

Certified Artificial Intelligence Professional

Candidate Handbook

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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.

Slogan:

Beyond Recognition

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 training 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

¹ Notes:

- The legal name of PECB is "PECB Group Inc."
- 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.
- The term "certified" shall only be used for personnel certifications, based on ISO/IEC 17024 requirements. The term "certificate holder" shall only be used for certificate programs, based on ANSI/ASTM E2659 requirements. Certificate holders are not certified, licensed, accredited, or registered to engage in a specific occupation or profession.

The Value of PECB Certification/Certificate Program

Accreditation

PECB credentials are internationally recognized and endorsed by many accreditation bodies, so professionals who pursue them will benefit from our recognition in domestic and international markets.

Our certifications are distinguished by prestigious global accreditations, affirming both their value and your expertise. PECB certifications are validated by top-tier bodies including the International Accreditation Service (IAS-PCB-111), the United Kingdom Accreditation Service (UKAS-No. 21923), the Korean Accreditation Board (KAB-PC-08), and Comité français d'accréditation (COFRAC N° 4-0637) under ISO/IEC 17024 – General requirements for bodies operating certification of persons. Additionally, our certificate programs are validated by the accreditation from the ANSI National Accreditation Board (ANAB-Accreditation ID 1003) under ANSI/ASTM E2659-18, Standard Practice for Certificate Programs.

PECB is also an esteemed associate member of The Independent Association of Accredited Registrars (IAAR), and a full member of the International Personnel Certification Association (IPC), a signatory member of IPC MLA, and a member of Club EBIOS, CPD Certification Service, and CLUSIF. Furthermore, we hold an approved status as an Approved Publishing Partner (APP) by the Cybersecurity Maturity Model Certification Accreditation Body (CMMC-AB) for the Cybersecurity Maturity Model Certification standard (CMMC), and are authorized by Club EBIOS to offer the EBIOS Risk Manager Skills certification and by CNIL (Commission Nationale de l'Informatique et des Libertés) to offer the DPO's skills and knowledge certification. For more detailed information, click [here](#).

High-quality products and services

We are proud to provide our clients with high-quality products and services that match their needs and demands. All of our products are carefully prepared by a team of experts and professionals based on the best practices and methodologies.

Compliance with standards

Our certifications and certificate programs are a demonstration of compliance with ISO/IEC 17024 and ASTM E2659. They ensure that the standard requirements have been fulfilled and validated with adequate consistency, professionalism, and impartiality.

Customer-oriented service

We are a customer-oriented company and treat all our clients with value, importance, professionalism, and honesty. Our Customer Support team is available 24 hours a day, 7 days a week to address questions, requests and needs.

PECB Code of Ethics

The Code of Ethics are the values and ethics that PECB is committed to follow, 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 complete version of PECB's Code of Ethics, go to [Code of Ethics | PECB](#).

Introduction to Certified Artificial Intelligence Professional Certification

This document specifies the PECB Certified Artificial Intelligence Professional 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 certification.team@pecb.com.

SECTION II: EXAMINATION PREPARATION, RULES, AND POLICIES

Preparing for and scheduling the exam

Candidates are responsible for their own studying and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process.

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 the location where the candidate is going to attend the exam.

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

Rescheduling the exam

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

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 are as follows:

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

For the candidates that have attended the training course via one of PECB's partners, the application fee covers the costs of the exam (first attempt and first retake), the application for certification, and the first year of Annual Maintenance Fee (AMF).

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

Competency domains

The Certified Artificial Intelligence Professional certification is intended for:

- AI Professionals actively involved in the development and implementation of AI technologies
- Experienced AI practitioners seeking to enhance their knowledge, stay updated with the latest trends, and refine their leadership skills
- Data scientists responsible for developing and optimizing AI models
- IT managers overseeing AI projects and initiatives within their organizations
- AI enthusiasts who aspire to advance into leadership roles, such as AI project managers or AI strategists
- Risk and compliance officers responsible for managing AI-related risks and ensuring compliance with regulations
- Executives, including CIOs, CEOs, and COOs, who play a crucial role in decision-making processes related to AI
- Professionals aiming for executive-level AI roles who need a comprehensive understanding of AI technologies and their applications

The content of the exam is divided as follows:

- **Domain 1:** Fundamental principles and concepts of an artificial intelligence management system
- **Domain 2:** Apply data analysis and visualization
- **Domain 3:** Develop Machine Learning models using Python
- **Domain 4:** Establish governance frameworks to integrate AI

Domain 1: Fundamental principles and concepts of an artificial intelligence management system

Main objective: Ensure that the candidate can interpret the fundamental concepts and principles of artificial intelligence (AI).

Competencies	Knowledge statements
1. Ability to explain the main concepts and principles of AI	1. Knowledge of the main concepts and principles of AI
2. Ability to describe the history and evolution of AI	2. Knowledge of the history and evolution of AI
3. Ability to identify and explain different types of AI	3. Knowledge of the types of AI and their characteristics
4. Ability to discuss various AI applications in different industries	4. Knowledge of AI applications in various industries
5. Ability to explain the difference between AI, machine learning, and deep learning	5. Knowledge of the differences between AI, machine learning, and deep learning
6. Ability to identify the key components of an AI system	6. Knowledge of the key components of an AI system
7. Ability to discuss the ethical considerations in AI development and use	7. Knowledge of ethical considerations in AI development and use
8. Ability to recognize the impact of AI on society and the economy	8. Knowledge of the societal and economic impacts of AI

Domain 2: Apply data analysis and visualization

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 data analysis and visualization in AI and data science	1. Knowledge of the importance and role of data analysis and visualization in AI and data science
2. Ability to describe common data analysis techniques and visualization types along with their appropriate use cases	2. Knowledge of various common data analysis techniques and visualization types (e.g., bar charts, line graphs, scatter plots) and their applications
3. Ability to apply principles of effective data visualization in conjunction with data analysis techniques	3. Knowledge of principles of effective data visualization, including clarity, accuracy, and efficiency
4. Ability to understand and apply principles of design, color theory, and visual perception in data visualizations	4. Knowledge of design principles, color theory, and visual perception, as they relate to data visualization
5. Ability to follow best practices for data cleaning, preparation, and creating clear, informative visualizations	5. Knowledge of best practices for data cleaning, preparation, and creating clear, informative, and visually appealing data visualizations
6. Ability to identify and use popular data visualization tools	6. Knowledge of popular data visualization tools (e.g., Matplotlib) and their features
7. Ability to create interactive dashboards and reports using data analysis and visualization techniques	7. Knowledge of techniques for creating interactive dashboards and reports using data analysis and visualization
8. Ability to craft compelling data stories through analysis and visualization	8. Knowledge of data storytelling techniques and how to apply them using data analysis and visualizations
9. Ability to execute hands-on projects to apply data analysis and visualization techniques	9. Knowledge of hands-on project methods for applying data analysis and visualization techniques

Domain 3: Develop Machine Learning models using Python

Main objective: Ensure that the candidate is able to design, build, evaluate, and deploy end-to-end AI solutions from classic machine-learning pipelines to state-of-the-art deep-learning, language, vision, robotic, and prompt-engineering techniques, while recognizing ethical implications and best-practice tooling.

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to explain the principles of machine learning, deep learning, NLP, computer vision, robotics, and prompt engineering, and articulate how they interrelate within the broader AI landscape 1. Ability to ingest, clean, transform, and visualize structured or unstructured data to make it model ready 2. Ability to choose and implement appropriate supervised, unsupervised, reinforcement-learning, or deep-learning algorithms for a given use-case 3. Ability to train, tune, validate, and compare models; mitigate overfitting; optimize for accuracy, efficiency, and generalization 4. Ability to apply specialized methods to text (tokenization, embeddings, transformers), images/video (CNNs, detection, segmentation), sequential data (RNNs/LSTMs), and robotic control loops 5. Ability to craft, iterate, and evaluate prompts (zero-/few-shot, chain-of-thought, system/assistant roles) to steer large language models for generation, summarization, coding, and extraction tasks 6. Ability to identify dataset biases, fairness issues, and safety concerns 7. Ability to implement mitigation strategies and communicate limitations 	<ol style="list-style-type: none"> 1. Knowledge of fundamental machine-learning concepts, including features, labels, the bias–variance trade-off, and supervised, unsupervised, and reinforcement paradigms 2. Knowledge of key classical algorithms, such as linear and logistic regression, decision trees, ensemble methods, clustering techniques, and dimensionality-reduction approaches 3. Knowledge of deep-learning essentials, encompassing neural-network layers, activation and loss functions, back-propagation, optimization algorithms, regularization, and hyper-parameter tuning 4. Knowledge of deep-learning architectures such as convolutional neural networks (CNNs) for vision, recurrent models (RNNs) for sequences, generative adversarial networks (GANs) for synthesis, and transformers for attention-based tasks 5. Knowledge of natural-language-processing foundations: text preprocessing, Bag-of-Words, TF-IDF, word and sentence embeddings and language-modeling strategies 6. Knowledge of computer-vision fundamentals, including image formation, edge and feature detection, and object detection 7. Knowledge of prompt-engineering concepts: prompt structure, context-window management, temperature and top-p sampling, zero-shot and few-shot methodologies, iterative refinement, and techniques for bias detection in model outputs

Domain 4: Establish governance frameworks to integrate AI

Main objective: Ensure the candidate can discuss the privacy, security, compliance, and ethical aspects of AI and can manage them effectively.

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to protect privacy in AI data handling (privacy-by-design, minimization, anonymization, secure data lifecycle) 2. Ability to implement robust security controls that safeguard AI models, data, and infrastructure 3. Ability to ensure regulatory compliance with data-protection laws (e.g., GDPR), the EU AI Act, and industry standards 4. Ability to identify, assess, and mitigate AI-specific risks (bias, security, operational, reputational) 5. Ability to develop and implement AI policies and governance frameworks that embed fairness, accountability, transparency, and human oversight 6. Ability to align AI initiatives with organizational strategy and ethics, balancing innovation with legal and societal expectations 7. Ability to establish monitoring and continuous improvement loops that track performance, ethical metrics, and emerging threats, triggering corrective action when needed 8. Ability to plan for contingencies by creating response strategies to handle incidents, model drift, or regulatory changes 	<ol style="list-style-type: none"> 1. Knowledge of privacy-by-design principles, data minimization, anonymization methods, and secure data life cycle management 2. Knowledge of AI-specific security measures and controls model hardening, encryption, access control, and adversarial threat defenses 3. Knowledge of major data protection regulations and standards (GDPR) and emerging AI legislations, such as the EU AI Act and NIST AI RMF 4. Knowledge of AI risk management frameworks for identifying, assessing, mitigating, and monitoring technical and socio-ethical risks 5. Knowledge of techniques for bias detection, fairness assessment, explainability, interpretability, and mitigation of algorithmic discrimination 6. Knowledge of governance models that assign roles, responsibilities, and decision rights for AI initiatives 7. Knowledge of ethical AI guidelines and methods for embedding human values such as fairness, transparency, accountability throughout the AI life cycle 8. Knowledge of strategic alignment methods that link AI projects to business objectives, stakeholder expectations, and societal impact 9. Knowledge of continuous monitoring practices, including performance tracking, ethical metric dashboards, model drift detection, and incident response playbooks

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	Fundamental principles and concepts of an artificial intelligence management system	8	10	X	X
	Apply data analysis and visualization	18	22.5	X	X
	Develop Machine Learning models using Python	38	47.5	X	X
	Establish governance frameworks to integrate AI	16	20	X	X
	Total	80	100%		
	Number of questions per level of understanding			45	35
	% of the exam devoted to each level of understanding (cognitive/taxonomy)			56.3%	43.7%

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

Taking the exam

General information about 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) Online Exam: Exams are provided electronically via the PECB Exams application. The use of secondary electronic devices, such as tablets and phones, are 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.

PECB Exam Types:

- a. Multiple-choice, closed-book, where the candidates are not allowed to use any reference materials. Usually, Foundation and Transition exams are of this type.
- b. Essay-type, open-book, where candidates are allowed to use the following reference materials:
 - A hard copy of main standard
 - Training course materials (through KATE and/or printed)
 - Any personal notes taken during the training course (through KATE and/or printed)
 - A hard copy dictionary
- c. Multiple-choice, open-book, where candidates are allowed to use the following reference materials:
 - A hard copy of main standard
 - Training course materials (through KATE and/or printed)
 - Any personal notes taken during the training course (through KATE and/or printed)
 - A hard copy dictionary

2) Paper Based: Exams are also available in a paper format. 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.

PECB Exam Types:

- a. Multiple-choice, closed-book, where the candidates are not allowed to use any reference materials. Usually, Foundation and Transition exams are of this type.
- b. Essay-type, open-book, where candidates are allowed to use the following reference materials:
 - A hard copy of main standard
 - Training course materials (printed)
 - Any personal notes taken during the training course (printed)
 - A hard copy dictionary
- c. Multiple-choice, open-book, where candidates are allowed to use the following reference materials:
 - A hard copy of main standard
 - Training course materials (printed)
 - Any personal notes taken during the training course (printed)
 - A hard copy dictionary

For specific information about exam types, languages available, and other details, please contact support@pecb.com or go to the [List of PECB Exams](#).

This exam comprises multiple-choice questions: The multiple-choice exam can be used to evaluate candidates' understanding on 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 which 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 hard copy dictionary

A sample of exam questions will be provided below.

Sample exam questions

1. You have a numeric column “income” in your dataset with some missing entries. You decide that these values are not important and remove them. Which approach is commonly used in this situation?
 - A. One-hot encoding
 - B. Mean or median imputation
 - C. **Drop the null values**
2. In data visualization, what is a pie chart primarily used to do?
 - A. **Show trends over time**
 - B. Display relationships between variables
 - C. Represent proportions of a whole
3. Which type of machine learning problem is used to predict categorical labels?
 - A. Clustering
 - B. Regression
 - C. **Classification**
4. How can you filter a DataFrame df to keep only the rows where the salary column is greater than or equal to 50000?
 - A. `df_filtered = df if (df["salary"] >= 50000)`
 - B. **`df_filtered = df[df["salary"] >= 50000]`**
 - C. `df_filtered = df.select(df["salary"] >= 50000)`

Scenario 1:

Trackealth is a startup building a mobile app that helps users monitor fitness and health goals using smart wearables. The data science team collects step counts, heart rate, and sleep patterns daily from over 200,000 users. Using Pandas and NumPy, they clean and organize the data, removing outliers like unusually high step counts or missing sleep logs. A classification model built with logistic regression predicts whether a user is likely to meet their weekly fitness goal, while a clustering model groups users by activity levels to offer tailored advice. Visual insights are created using Seaborn heatmaps and line plots to explore correlations. Performance is measured using accuracy, precision, and recall.

Based on the scenario above, answer the following question.

1. Which machine learning model does *Trackealth* use to predict whether a user will meet the weekly fitness goal?
 - A. **Logistic regression**
 - B. Random forest
 - C. Decision tree

Exam results

Exam results will be communicated via email.

- 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.

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.

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, they 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 (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 the 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.

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 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.

SECTION III: CERTIFICATION PROCESS AND REQUIREMENTS

PECB Certified Artificial Intelligence Professional 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 Professional scheme have the following requirements:

Credential	Exam	Professional experience	AI project experience	Other requirements
PECB Certified Provisional Artificial Intelligence Professional	PECB Certified Artificial Intelligence Professional exam	None	None	Signing the PECB Code of Ethics
PECB Certified Artificial Intelligence Professional	PECB Certified Artificial Intelligence Professional exam	Two years: One year of artificial intelligence experience	None	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. Fundamental data analysis, visualization, and preprocessing techniques
2. General knowledge and Implementation of machine learning algorithms, covering supervised and unsupervised machine learning models.
3. Hands-on expertise and fundamental knowledge of concepts in deep learning.
4. Develop and enforce AI governance, ethics, and risk management frameworks, ensuring transparency, fairness, and compliance
5. Cross-functional collaboration to align AI initiatives with business objectives and oversee data-driven projects focused on management and analysis.

Applying for certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credential they were assessed for. Specific professional experience 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 account), including contact details of individuals who will be contacted to validate the candidates' professional experience. They can choose to either pay online or be billed. For additional information, please contact certification.team@pecb.com.

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

- [Register](#) your account
- Check your email for the confirmation link
- [Log in](#) to apply for certification

For more information on how to apply for certification, click [here](#).

The Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. The candidate will receive an email about the application status, including the certification decision.

Following the approval of the application by the Certification Department, the candidate will be able to download the certificate and claim the corresponding Digital Badge. For more information about downloading the certificate, click [here](#), and for more information about claiming the Digital Badge, click [here](#).

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.

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.

SECTION IV: CERTIFICATION POLICIES

Denial of Certification/Certificate Program

PECB can deny certification/certificate program if candidates:

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

Any concerns regarding the denial of certification/certificate program may file a complaint or appeal by following the complaint and appeal process (<https://pecb.com/en/complaint-and-appeal-procedure>).

The application payment for the certification/certificate program is nonrefundable. This is because of the process of verifying the application, the evidence submitted by the candidates, and the engagement of the relevant departments in this process.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements of PECB. Additional reasons for suspension can be if:

- PECB receives excessive or serious complaints by interested parties (Suspension will be applied until the investigation has been completed).
- The logos of PECB or accreditation bodies are willfully misused.
- The candidate fails to correct the misuse of a certification mark within the determined time by PECB.
- The certified individual has voluntarily requested a suspension.
- PECB deems appropriate other conditions for suspension of certification/certificate program.

Individuals whose certification has been suspended, are not authorized to further promote their certification while it is suspended.

A suspended certification can either be:

- Reinstated — if reasons for suspension are corrected within the given time frame by PECB
- Revoked — if reasons for suspension are not corrected within the given time frame by PECB

Suspended members must remediate their suspension within a maximum period of 6 months.

Note 1: For ISO/IEC 27005:2022 Risk Manager/Lead Risk Manager, failure to submit the CPD and AMF payment during the cycle will result in a 12-month suspension period, during which you can address any outstanding AMFs and CPDs. If no action is taken during the suspension period, the certification will be revoked.

Note 2: For CNIL– DPO, failure to comply with the recertification requirements (work experience in data protection and passing the CNIL– DPO recertification exam) will result in a 12-month suspension period. If no action is taken during the suspension period, the certification will be revoked.

Revocation of Certification

PECB can revoke (that is, to withdraw) certification if the candidate fails to satisfy the requirements of PECB. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Additional reasons can be if candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification/certificate program

- Break any other PECB rules
- Any other reasons that PECB deems appropriate

Individuals whose certification has been revoked, are not authorized to use any references to a certified status.

Individuals whose certification has been revoked may file a complaint or appeal by following the complaint and appeal process (<https://pecb.com/en/complaint-and-appeal-procedure>).

Note 1: For ISO/IEC 27005:2022 Risk Manager/Lead Risk Manager, failure to submit the CPD and AMF payment during the cycle will result in a 12-month suspension period, during which you can address any outstanding AMFs and CPDs. If no action is taken during the suspension period, the certification will be revoked.

Note 2: For CNIL– DPO, failure to comply with the recertification requirements (work experience in data protection and passing the CNIL– DPO recertification exam) will result in a 12-month suspension period. If no action is taken during the suspension period, the certification will be revoked.

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntary withdrawn, or designated as Emeritus.

Emeritus Status

Means that your certification is in good standing, but does not need to be maintained by fulfilling CPD nor AMF requirements.

To qualify and be eligible to apply for the Emeritus status, you must be over 60 years of age, have held a PECB certification for at least five years, and you must no longer practice job functions that are specific to the certification.

Optionally, Emeritus who would like to continue practicing job functions, such as audits and/or implementation projects, must report their CPDs on an annual basis, and fulfill a minimum annual requirement of 20 hours of work experience, implementation/auditing or consulting-related experience, training, private study, coaching, attendance at seminars and conferences, or other relevant activities. AMF is not required.

To apply for this status, please complete [the form](#) and send it to certification@pecb.com.

Important note: In order to return to active certification status, you are required to retake the exam and apply for certification.

Check the [brochure](#) for more information about the benefits of the Emeritus Certification Status.

Voluntary Withdrawal Status

Means that your certification is in good standing, but you decide you do not want to maintain your certification(s) anymore.

To apply for this status, please complete [the form](#) and send it to certification@pecb.com.

Individuals whose certification has been voluntarily withdrawn will no longer be allowed to present themselves as PECB Certified Professionals.

Important note: *In order to return to active certification status, you are required to retake the exam and apply for certification.*

Permanent Cessation Status

In the event that the certified individual passes away or becomes incapacitated (e.g., because of an accident), the legal representative is responsible for sending the required information to PECB (i.e., death certificate or medical certificate). Consequently, the name of the person will be removed from the contact list and the PECB account will be deleted.

Upgrade and downgrade of credentials

Upgrade of credentials

PECB Professionals can apply for a higher credential once they provide evidence that proves that they fulfill the requirements of the higher credential.

PECB Certifications can be upgraded online through your dashboard by logging [here](#), clicking **My Certifications** and then the **Upgrade** button.

For more information about the upgrade fee, go to the [Certification Maintenance](#) page on the PECB website.

Note: *For downgraded certifications that need to be upgraded, an evaluation will be done to determine if an exam is required prior to obtain an upgraded certification.*

Downgrade of credentials

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

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

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 continual professional development (CPD) hours. In addition, they need to pay the annual maintenance fee. For more information, go to the [Certification Maintenance](#) page on the PECB website.

Closing a case

If candidates do not apply for certification within one year, 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 to certification.team@pecb.com and pay the required fee.

Complaint and Appeal Policy

Any complaint that a candidate has must be submitted in writing no later than 30 days after PECB's initial decision. Within 30 working days of receiving the complaint, PECB will provide a written response to the candidate, outlining the results of the review and any actions taken.

Candidates may request a re-evaluation of their exam results or certification decision within 30 days. If not satisfied, they can file an appeal through the PECB Ticketing System. For more detailed information, please refer to the [Complaint and Appeal Policy | PECB](#)

SECTION V: GENERAL POLICIES

Exams and certifications from other accredited certification bodies

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., Certified Artificial Intelligence Professional certification).

Non-discrimination and special accommodations

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

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations³ 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 arrangements⁴. Any information that candidates provide regarding their disability/special needs will be treated with confidentiality. To download the Candidates with Disabilities Form, click [here](#).

Behavior Policy

PECB aims to provide top-quality, consistent, and accessible services for the benefit of its external stakeholders: distributors, partners, trainers, invigilators, examiners, members of different committees and advisory boards, and clients (trainees, examinees, certified individuals, and certificate holders), as well as creating and maintaining a positive work environment which ensures safety and well-being of its staff, and holds the dignity, respect and human rights of its staff in high regard.

The purpose of this Policy is to ensure that PECB is managing unacceptable behavior of external stakeholders towards PECB staff in an impartial, confidential, fair, and timely manner. To read the Behavior Policy, click [here](#).

Refund Policy

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

³ 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.

⁴ 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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**Emails:****Examination:**

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Certification:

certification.team@pecb.com

Customer Service:

support@pecb.com

**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.

www.pecb.com