



PECB

Candidate Handbook

EU AI GOVERNANCE
PROFESSIONAL

Contents

SECTION I: INTRODUCTION.....	3
About PECB	3
Accreditations and Affiliations	3
PECB Code of Ethics	3
Introduction to EU AI Governance Professional Certification	4
SECTION II: EXAM PROCESS, RULES AND POLICIES	5
Preparing For and Scheduling the Exam	5
Special Accommodations	5
Taking the Exam	5
Exam Results	6
Exam Retake Policy	6
Exam Security Policy.....	6
Exam Competency Domains	7
Sample Exam Questions	14
SECTION III: CERTIFICATION PROCESS, RULES AND POLICIES	16
PECB EU AI Governance Credentials	16
Applying for Certification.....	16
Professional Experience	16
Professional References	17
Project Experience	17
Evaluation of Certification Applications.....	17
SECTION IV: CERTIFICATION MAINTENANCE POLICY	18
Renewing the Certification.....	18
Upgrade Credentials.....	18
Suspension of Certification	18
Revocation of Certification.....	18
Other Statuses	18
SECTION V: OTHER POLICIES	19
Application Fees for Examination and Certification	19
Complaint and Appeal Policy	19
Exams from Other Accredited Certification Bodies	19
Refund Policy	19

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 EU AI Governance Professional Certification

This document specifies the PECB EU AI Governance Professional certification scheme in compliance with ISO/IEC 17024. 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 certification 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
• 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: – 10 additional minutes for Foundation exams – 20 additional minutes for Manager exams – 30 additional minutes for Lead exams	• 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: – 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 content of the exam is divided as follows:

Domain 1: EU AI Act foundations and regulatory context

Main objective: Ensure that the candidate is able to explain the EU AI Act's foundations, regulatory context, and governance framework.

Competencies	Knowledge statements
1. Ability to explain the purpose, scope and applicability of the EU AI Act	1. Knowledge of the EU AI Act's purpose, scope, applicability, and exclusions
2. Ability to explain key principles supporting trustworthy AI	2. Knowledge of key trustworthy AI principles and their practical application
3. Ability to interpret the EU AI Act's enforcement and penalty framework	3. Knowledge of enforcement mechanisms and administrative fines under the EU AI Act
4. Ability to distinguish key actors involved in conformity assessment	4. Knowledge of conformity assessment bodies and their roles under the EU AI Act
5. Ability to identify EU data protection requirements relevant to AI systems	5. Knowledge of GDPR requirements relevant to AI systems and personal data processing
6. Ability to identify EU regulations relevant to AI systems	6. Knowledge of key EU regulations relevant to AI systems
7. Ability to distinguish the roles of key Union-level AI governance bodies	7. Knowledge of the roles and responsibilities of Union-level AI governance bodies
8. Ability to explain mechanisms supporting consistent implementation of the EU AI Act	8. Knowledge of EU governance mechanisms for coordination and consistent implementation of the AI Act
9. Ability to distinguish the roles of national authorities under the EU AI Act	9. Knowledge of national competent authorities and single points of contact under the EU AI Act

Domain 2: Applicability, scope, and role determination

Main objective: Ensure that the candidate is able to assess EU AI Act applicability, determine organizational roles, classify AI systems, and map applicable obligations.

Competencies	Knowledge statements
1. Ability to map AI use and identify AI systems and AI-enabled use cases across the organization	1. Knowledge of methods for mapping AI use within an organization
2. Ability to assess the applicability of the EU AI Act to AI use cases	2. Knowledge of methods for identifying AI systems and AI-enabled use cases
3. Ability to define AI system boundaries and intended purpose	3. Knowledge of the EU AI Act's applicability criteria and territorial scope
4. Ability to identify prohibited AI practices under the EU AI Act	4. Knowledge of AI system boundaries and intended purposes
5. Ability to determine the organization's role under the EU AI Act	5. Knowledge of prohibited AI practices and screening criteria under the EU AI Act
6. Ability to identify circumstances that may change an organization's AI Act role	6. Knowledge of provider, deployer, importer, distributor, and other operator roles under the EU AI Act
7. Ability to classify AI systems under the EU AI Act risk framework	7. Knowledge of circumstances in which an organization may assume the role of provider
8. Ability to map applicable obligations based on AI system classification and role	8. Knowledge of high-risk classification criteria under Article 6 and Annex III
9. Ability to determine whether an AI model or system qualifies as general-purpose AI	9. Knowledge of obligations applicable according to AI system classification and operator role
10. Ability to identify requirements applicable to GPAI models with systemic risk	10. Knowledge of the definition and characteristics of general-purpose AI models and systems
	11. Knowledge of systemic-risk assessment and related obligations for GPAI models

Domain 3: Organizational governance and compliance planning

Main objective: Ensure that the candidate is able to establish AI governance, assess current compliance-state, and define improvement actions.

Competencies	Knowledge statements
1. Ability to establish and maintain AI governance, accountability, and oversight arrangements	1. Knowledge of AI governance, accountability, roles, responsibilities, and human oversight
2. Ability to establish governance documents, policies, and transparency practices supporting AI compliance	2. Knowledge of governance monitoring and evaluation practices
3. Ability to assess the organization's AI governance maturity and current compliance state	3. Knowledge of governance maturity, current-state assessment, gap analysis, and action planning
4. Ability to establish policies, resources, and mechanisms that support AI regulatory compliance	4. Knowledge of policies, procedures, and resources supporting AI compliance
5. Ability to assess compliance requirements based on AI system use, organizational role, and applicable obligations	5. Knowledge of regulatory sandboxes and their role in supporting AI compliance
	6. Knowledge of role-based and use-specific regulatory requirements applicable to AI systems

Domain 4: Management systems, risk, data, and technical controls

Main objective: Ensure that the candidate is able to implement and evaluate quality, risk, data governance, and technical requirements for high-risk AI systems.

Competencies	Knowledge statements
1. Ability to establish and maintain a quality management system for high-risk AI systems	1. Knowledge of quality management system requirements for high-risk AI systems
2. Ability to apply quality controls throughout AI system design, development, testing, and validation	2. Knowledge of AI design, development, quality control, testing, and validation practices
3. Ability to define accountability, documentation, and resource arrangements within the AI quality management system	3. Knowledge of QMS accountability, documentation, record-keeping, and resource requirements
4. Ability to establish and maintain a continuous AI risk management process	4. Knowledge of continuous AI risk management throughout the AI system life cycle
5. Ability to assess AI risks, impacts, and interdependencies	5. Knowledge of AI risk assessment, impact analysis, and risk interdependencies
6. Ability to select and apply appropriate AI risk treatment measures	6. Knowledge of technical, process-related, and governance-based risk treatment strategies
7. Ability to establish data governance practices for AI system development and operation	7. Knowledge of data governance requirements for training, validation, testing, and operational data
8. Ability to assess the quality, quantity, suitability, and representativeness of AI datasets	8. Knowledge of dataset quality, quantity, suitability, relevance, and representativeness criteria
9. Ability to distinguish data responsibilities based on the organization's role and control over data	9. Knowledge of provider and deployer responsibilities for AI system data
10. Ability to identify data-related bias, drift, and other issues affecting AI performance	10. Knowledge of AI-related bias, data drift, concept drift, and performance changes
11. Ability to identify AI-specific cybersecurity threats and vulnerabilities	11. Knowledge of AI-specific cybersecurity threats, including data poisoning and adversarial attacks
12. Ability to select technical measures to prevent, detect, and mitigate AI-specific threats	12. Knowledge of technical controls for input validation, anomaly detection, and AI-specific threat mitigation
13. Ability to establish technical robustness, resilience, and continuity measures for AI systems	13. Knowledge of robustness, redundancy, fail-safe mechanisms, and resilience measures for AI systems

Domain 5: Documentation, transparency, and compliance formalization

Main objective: Ensure that the candidate is able to operationalize EU AI Act compliance requirements, including documentation, oversight, AI literacy, conformity assessment, registration, FRIAs, and regulatory notification.

Competencies	Knowledge statements
1. Ability to maintain documentation and records supporting AI regulatory compliance	1. Knowledge of technical documentation, logs, monitoring records, and record-keeping requirements
2. Ability to allocate documentation responsibilities between providers and deployers	2. Knowledge of provider and deployer responsibilities for maintaining AI documentation and records
3. Ability to establish effective human oversight for high-risk AI systems	3. Knowledge of human oversight requirements, responsibilities, and intervention mechanisms
4. Ability to apply transparency requirements to relevant AI systems	4. Knowledge of transparency obligations for AI systems interacting with or affecting natural persons
5. Ability to establish AI literacy measures and human oversight training	5. Knowledge of AI literacy requirements, AI literacy measures, and human oversight training
6. Ability to determine applicable conformity assessment procedures and timing	6. Knowledge of conformity assessment procedures, timing, and third-party assessment requirements
7. Ability to apply CE marking and post-assessment requirements	7. Knowledge of CE marking requirements for AI systems
8. Ability to apply provider registration and information requirements	8. Knowledge of technical documentation requirements
9. Ability to conduct fundamental rights impact assessments for high-risk AI systems	9. Knowledge of compliance evidence and conformity assessment
10. Ability to assess fundamental rights impacts and deployment constraints	10. Knowledge of post-assessment obligations
11. Ability to establish post-market monitoring and compliance follow-up arrangements	11. Knowledge of provider registration obligations, information requirements, and information safeguards
12. Ability to apply notification requirements and manage interaction with relevant authorities	12. Knowledge of FRIA requirements, assessment elements, and links with existing impact assessments
	13. Knowledge of fundamental rights impacts, restrictions, and limits relevant to AI deployment
	14. Knowledge of post-market monitoring responsibilities and provider compliance obligations
	15. Knowledge of notification processes, actor responsibilities, authority interaction, and related compliance requirements

Domain 6: Compliance monitoring and life cycle management

Main objective: Ensure that the candidate is able to monitor AI system compliance, manage incidents, and maintain continual compliance throughout the AI life cycle.

Competencies	Knowledge statements
1. Ability to monitor AI system performance and identify compliance deviations	1. Knowledge of AI performance indicators, monitoring activities, and compliance deviations
2. Ability to identify new or changed risks during AI system operation	2. Knowledge of emerging and changed risks identified through operational monitoring
3. Ability to respond to identified risks and escalate compliance issues	3. Knowledge of deployer responsibilities for risk escalation, notification, and suspension of use
4. Ability to classify AI incidents, identify serious incidents, and apply reporting requirements	4. Knowledge of AI incident classification, serious incident criteria, and reporting requirements
5. Ability to interpret regulatory investigation, corrective action, and enforcement mechanisms	5. Knowledge of joint investigations, corrective actions, and market surveillance enforcement measures
6. Ability to review and improve controls based on monitoring and compliance results	6. Knowledge of control review, improvement, and continuous compliance activities
7. Ability to evaluate changes and conformity and implement corrective actions and feedback	7. Knowledge of change evaluation, conformity reassessment, corrective actions, and feedback

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

		Number of questions/points per competency domain	% of the exam devoted/points to/for each competency domain	Level of understanding (Cognitive/Taxonomy) required	
				Questions that measure comprehension, application, and analysis	Questions that measure evaluation
Competency domains	EU AI Act foundations and regulatory context	10	12.50	X	
	Applicability, scope, and role determination	15	18.75	X	
	Organizational governance and compliance planning	9	11.25		X
	Management systems, risk, data, and technical controls	17	21.25	X	
	Documentation, transparency, and compliance formalization	19	23.75		X
	Compliance monitoring and life cycle management	10	12.50		X
	Total	80	100%		
Number of questions per level of understanding				42	38
% of the exam devoted to each level of understanding (cognitive/taxonomy)				52.5%	47.5%

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:

- A copy of the EU AI Act (accessed through the PECB Exams app and/or printed)
- 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

Ormeta is a financial services company headquartered in Vienna, Austria, which provides consumer loans to individuals. As part of a broader digitalization initiative, the company decided to introduce an AI system developed by an external provider to support its credit assessment process. The system is intended to improve the consistency and efficiency of application reviews while keeping credit officers involved in final lending decisions.

As part of its initial applicability assessment, *Ormeta* reviews several questions to determine the system's connection to the Union. The compliance team notes that the system is supplied by an external provider outside the EU, while *Ormeta*'s Vienna-based lending team is expected to rely on it as part of its activities. The compliance team therefore considers which EU-connection criterion applies most directly to this situation.

Following this initial assessment, *Ormeta* proceeds with the implementation process. It integrates the system into its existing lending workflow and supplies the applicant data used by the system. The system analyzes applicants' financial and personal information and generates credit scores and recommendations. Credit officers review these outputs together with other relevant information before deciding whether to approve or reject a loan application. *Ormeta* determines how the system is used within its lending operations and assigns personnel to oversee its operation.

Before deployment, *Ormeta*'s compliance team reviews the system's intended purpose and the regulatory requirements that apply to its use. Because the system is used to evaluate the creditworthiness of the applicants and its outputs can materially influence access to credit, the team examines the potential impact on affected individuals. It also reviews the human oversight arrangements, the groups likely to be affected, the risks to fundamental rights, and the measures that would be taken if those risks materialized.

At the same time, the external provider conducts final testing of the system. During testing, they find that inconsistencies in incoming data can occasionally lead to unstable outputs. To address this issue, the provider introduces technical redundancy and fail-safe mechanisms designed to maintain reliable operation when errors or faults occur. Following completion of the necessary preparations, the company begins using the system in its lending operations.

Ormeta later extends the use of the same system across its lending operations in several EU Member States. During supervisory activities, national competent authorities identify differences in how certain requirements of the EU AI Act are being applied. An EU-level governance body supports the authorities by facilitating a consistent approach across the Union and enabling the exchange of regulatory and technical expertise.

Following these developments, *Ormeta* continues to integrate the applicable EU AI Act requirements into its governance and monitoring arrangements while reviewing how the system affects its lending activities and the individuals subject to its decisions.

Based on the scenario above, answer the following questions.

1. What role does *Ormeta* perform under the EU AI Act when using the AI system in its lending process?
 - A. **Deployer**
 - B. Provider
 - C. Importer
2. Based on its intended purpose and decision-making impact, how should *Ormeta's* AI system be classified under the EU AI Act?
 - A. **High-risk AI system**
 - B. Prohibited AI practice
 - C. Limited-risk AI system
3. Which EU-connection criterion is most directly relevant to the situation considered by *Ormeta's* compliance team?
 - A. EU market access
 - B. **EU establishment**
 - C. EU product or service integration
4. Considering the issue identified during the provider's testing and the measures introduced in response, which AI objective is primarily being addressed?
 - A. Accuracy
 - B. **Robustness**
 - C. Transparency
5. Which EU-level governance body carried out the activities described after *Ormeta* expanded its operations across several Member States?
 - A. EU AI Office
 - B. **EU AI Board**
 - C. Scientific Panel of independent experts

SECTION III: CERTIFICATION PROCESS, RULES AND POLICIES

PECB EU AI Governance 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 **EU AI Governance** scheme have the following requirements:

Credential	Exam	Professional experience	Experience in AI governance	Other requirements
PECB Certified Provisional EU AI Governance Professional	PECB Certified EU AI Governance Professional exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified EU AI Governance Professional		5 years (2 years of AI governance experience)	300 hours	

To be considered valid, the implementation activities should follow best implementation and management practices and include the following:

1. Establishing clear governance structures, roles, and accountability
2. Identifying and classifying AI systems based on risk
3. Implementing risk management and mitigation processes
4. Ensuring data governance and regulatory alignment
5. Maintaining documentation and enabling effective human oversight
6. Monitoring, reporting, and continuously improving AI systems

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 fulfil 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](#).

Follow us on:



www.pecb.com