



PECB

Candidate Handbook

**ISO/IEC 20000
LEAD IMPLEMENTER**

Contents

SECTION I: INTRODUCTION.....	3
About PECB	3
Accreditations and Affiliations	3
PECB Code of Ethics	3
Introduction to ISO/IEC 20000 Lead Implementer 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	15
SECTION III: CERTIFICATION PROCESS, RULES AND POLICIES	16
PECB ISO/IEC 20000 Credentials.....	16
Applying for Certification.....	16
Professional Experience.....	17
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 ISO/IEC 20000 Lead Implementer Certification

This document specifies the PECB **ISO/IEC 20000** Lead Implementer 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
<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 content of the exam is divided as follows:

Domain 1: Fundamental principles and concepts of a service management system

Main objective: Ensure that the candidate is able to interpret the service management principles and concepts.

Competencies	Knowledge statements
1. Ability to define a service management system, service delivery, and service components	1. Knowledge of the definition of the service management system, services, and service delivery
2. Ability to discuss the main concepts and principles of service management	2. Knowledge of the fundamental concepts and principles of service management
3. Ability to describe ISO/IEC 20000-1's applicability and its relationship with other ISO standards	3. Knowledge of ISO/IEC 20000-1's applicability and its relationship with other ISO standards
4. Ability to explain the benefits of implementing an SMS based on ISO/IEC 20000-1	4. Knowledge of the benefits of an SMS based on ISO/IEC 20000-1
5. Ability to recognize the relationship between the information technology infrastructure library (ITIL) and service management	5. Knowledge of the components of a service
6. Ability to recognize the role of value and value co-creation in service management	6. Knowledge of the role of Information technology infrastructure library (ITIL) in service management
	7. Knowledge of the misconceptions around SMS and ISO/IEC 20000-1

Domain 2: Initiation of the SMS implementation

Main objective: Ensure that the candidate is able to explain and initiate the SMS implementation based on ISO/IEC 20000-1 requirements.

Competencies	Knowledge statements
1. Ability to differentiate between an SMS implementation project and its ongoing management	1. Knowledge of the differences between an SMS project and day-to-day management of the SMS
2. Ability to develop a business case for the implementation of an SMS	2. Knowledge of the main components of a business case
3. Ability to explain factors that should be considered when determining the approach to the SMS implementation project	3. Knowledge of the main factors determining the approach to the SMS implementation project
4. Ability to discuss core competencies of an SMS project manager	4. Knowledge of the core competencies of an SMS project manager
5. Ability to identify best practices and related standards for the implementation of an SMS	5. Knowledge of best practices for implementing an SMS, including ISO/IEC 20000-2, ISO/IEC 20000-3, ISO/IEC 20000-4, and ISO/IEC 19770-1, etc.

Domain 3: Planning of a SMS implementation based on ISO/IEC 20000-1

Main objective: Ensure that the candidate is able to plan the implementation of the SMS based on ISO/IEC 20000-1.

Competencies	Knowledge statements
1. Ability to analyze and consider the internal and external context of an organization	1. Knowledge of what typically constitutes an organization's internal and external context
2. Ability to determine the scope of an SMS within an organization	2. Knowledge of considerations for defining the scope of an SMS
3. Ability to define and communicate roles and responsibilities within the SMS	3. Knowledge of roles and responsibilities within the SMS
4. Ability to develop a service management policy	4. Knowledge of the essential elements of a service management policy
5. Ability to define the role and responsibilities of top management in an SMS	5. Knowledge of the responsibilities of top management in overseeing and supporting an SMS
6. Ability to assess risks and opportunities related to the SMS	6. Knowledge of risks and opportunities related to the SMS
7. Ability to plan and structure a service management risk assessment process	7. Knowledge of best practices for service management, risk assessment planning and structuring
8. Ability to establish service management objectives in alignment with organizational goals	8. Knowledge of best practices for planning and executing actions to achieve service management objectives
9. Ability to develop and implement controls to achieve service management objectives	9. Knowledge of the types of resources required for an effective SMS and how to allocate them
10. Ability to identify and allocate necessary resources for the implementation and maintenance of an SMS	10. Knowledge of competency requirements for personnel involved in service management and methods for skill development
11. Ability to assess and develop competencies required for effective service management	11. Knowledge of strategies for planning and delivering awareness, training, and communication programs related to the SMS
12. Ability to plan and implement awareness, training, and communication activities to support an SMS	12. Knowledge of documented information controls, including storage, retrieval, and security measures in an SMS
13. Ability to establish and maintain controls for documented information within an SMS	

Domain 4: Implementation of an SMS based on ISO/IEC 20000-1

Main objective: Ensure that the candidate is able to implement the SMS processes required for an ISO/IEC 20000-1 certification.

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to plan the services 2. Ability to control the parties involved in the service life cycle 3. Ability to create and maintain service catalogues 4. Ability to identify and manage the assets 5. Ability to identify and manage the configuration items 6. Ability to manage business relationships 7. Ability to establish service-level agreements 8. Ability to manage suppliers 9. Ability to manage budgeting and accounting for services 10. Ability to manage service demand 11. Ability to manage resource capacity 12. Ability to manage and control changes to services 13. Ability to design and transition services 14. Ability to release and deploy services 15. Ability to manage incidents 16. Ability to fulfill service requests 17. Ability to identify problems and determine root causes 18. Ability to manage service availability 19. Ability to manage service continuity 	<ol style="list-style-type: none"> 1. Knowledge of service planning principles and practices 2. Knowledge of how to control stakeholders involved in the service lifecycle 3. Knowledge of creating and maintaining service catalogues 4. Knowledge of asset identification and management 5. Knowledge of configuration item identification and management 6. Knowledge of business relationship management 7. Knowledge of establishing and maintaining service-level agreements (SLAs) 8. Knowledge of supplier management and coordination 9. Knowledge of budgeting and accounting for IT services 10. Knowledge of service demand management strategies 11. Knowledge of resource capacity planning and management 12. Knowledge of change management processes for services 13. Knowledge of service design and transition methodologies 14. Knowledge of service release and deployment processes 15. Knowledge of incident management procedures 16. Knowledge of service request fulfillment processes 17. Knowledge of problem identification and root cause analysis 18. Knowledge of managing and maintaining service availability 19. Knowledge of service continuity planning and management

Domain 5: Monitoring and measurement of an SMS based on ISO/IEC 20000-1

Main objective: Ensure that the candidates can evaluate, monitor, and measure the performance of an SMS.

Competencies	Knowledge statements
1. Ability to monitor and evaluate the effectiveness of an SMS	1. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of an SMS
2. Ability to verify to what extent the identified SMS objectives have been met	2. Knowledge of the concepts related to measurement and evaluation
3. Ability to define and implement an SMS internal audit program	3. Knowledge of the main concepts and components related to the implementation and operation of an SMS internal audit program
4. Ability to define and perform a management review process	4. Knowledge of the best practices used to perform management reviews

Domain 6: Continual improvement of an SMS based on ISO/IEC 20000-1

Main objective: Ensure that the candidate can provide guidance on the continual improvement of an SMS.

Competencies	Knowledge statements
<ol style="list-style-type: none">1. Ability to identify and treat nonconformities2. Ability to identify and analyze the root causes of nonconformities and propose action plans to treat them3. Ability to counsel an organization on how to continually improve the effectiveness and efficiency of an SMS4. Ability to determine the appropriate tools to support the continual improvement processes of an organization	<ol style="list-style-type: none">1. Knowledge of the process of nonconformity treatment2. Knowledge of the main processes, tools, and techniques used to identify the root causes of nonconformities3. Knowledge of the main concepts related to continual improvement4. Knowledge of the processes related to the continual monitoring of change factors5. Knowledge of the maintenance and improvement of an SMS

Domain 7: Preparation for an SMS certification audit

Main objective: Ensure that the candidate can prepare an organization for the certification against ISO/IEC 20000-1.

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to identify the main steps, processes, and activities related to the ISO/IEC 20000-1 certification audit 2. Ability to explain the evidence-based approach in an audit 3. Ability to counsel an organization to identify and select a certification body that meets its expectations 4. Ability to determine whether an organization is ready and prepared for the ISO/IEC 20000 certification audit 5. Ability to prepare an organization’s personnel for the ISO/IEC 20000-1 certification audit 6. Ability to challenge the audit findings and conclusions with external auditors 	<ol style="list-style-type: none"> 1. Knowledge of the evidence-based approach to an audit 2. Knowledge of the types of audits and their differences 3. Knowledge of the differences between stage 1 and stage 2 audits 4. Knowledge of the stage 1 audit requirements, steps, and activities 5. Knowledge of the stage 2 audit requirements, steps, and activities 6. Knowledge of the audit follow-up requirements, steps, and activities 7. Knowledge of the surveillance audits and recertification audit requirements, steps, and activities 8. Knowledge of the requirements, guidelines, and best practices for developing action plans following an ISO/IEC 20000-1 certification audit

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	Fundamental principles and concepts of a service management system	11	13.75	X	
	Initiation of the SMS implementation	7	8.75	X	
	Planning of an SMS implementation based on ISO/IEC 20000-1	25	31.25		X
	Implementation of an SMS based on ISO/IEC 20000-1	13	16.25	X	
	Monitoring and measurement of an SMS based on ISO/IEC 20000-1	10	12.5		X
	Continual improvement of an SMS based on ISO/IEC 20000-1	7	8.75		X
	Preparation for an SMS certification audit	7	8.75		X
Total		80	100%		
Number of questions per level of understanding				31	49
% of the exam devoted to each level of understanding (cognitive/taxonomy)				38.75%	61.25%

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:

- A hard copy of the ISO/IEC 20000-1 standard
- 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. **After approving the service management policy, the top management of an organization communicated it only to the IT service management (ITSM) team, assuming they were the only group that needed to know about it. Is this compliant with ISO/IEC 20000-1?**
 - A. Yes, because only personnel directly managing IT services need to be informed regarding the policy.
 - B. **No, the service management policy must be communicated throughout the organization and to relevant interested parties.**
 - C. No, the service management policy must be communicated only to department heads.
2. **Which ISO/IEC 20000 standard provides guidance on defining the scope, applicability, and demonstration of conformance to ISO/IEC 20000-1 for service providers?**
 - A. **ISO/IEC 20000-3**
 - B. ISO/IEC TS 20000-11
 - C. ISO/IEC TS 20000-14
3. **After assessing the likelihood and impact of identified risks, an organization's risk assessment team compared the results against the risk criteria to determine which risks require treatment. What step of the risk management process did the team complete in this case?**
 - A. Risk identification
 - B. Risk analysis
 - C. **Risk evaluation**
4. **When is the design of the SMS primarily reviewed during an ISO/IEC 20000-1 certification audit?**
 - A. During the internal audit
 - B. **During a stage 1 audit**
 - C. During a stage 2 audit
5. **How can top management demonstrate leadership and commitment with regard to the SMS?**
 - A. By ensuring that the service management policy and objectives are established
 - B. By promoting an appropriate service management culture within the organization
 - C. **Both A and B**

SECTION III: CERTIFICATION PROCESS, RULES AND POLICIES

PECB ISO/IEC 20000 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 ISO/IEC 20000 scheme have the following requirements:

Credential	Exam	Professional experience	SMS project experience	Other requirements
PECB ISO/IEC 20000 Provisional Implementer	PECB ISO/IEC 20000 Lead Implementer exam	None	None	Signing the PECB Code of Ethics
PECB ISO/IEC 20000 Implementer		Two years: One year of work experience in IT service management	Project activities: a total of 200 hours	
PECB ISO/IEC 20000 Lead Implementer		Five years: Two years of work experience in IT service management	Project activities: a total of 300 hours	
PECB ISO/IEC 20000 Senior Lead Implementer		Ten years: Seven years of work experience in IT service management	Project activities: a total of 1,000 hours	

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

1. Drafting an SMS implementation plan
2. Initiating an SMS implementation project
3. Managing an SMS implementation team
4. Implementing the SMS
5. Managing documented information
6. Implementing corrective actions
7. Monitoring the SMS performance
8. Identifying and acting upon continual improvement opportunities

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](#).

Follow us on:



www.pecb.com