

The logo for PECB, featuring the letters 'PECB' in a bold, white, sans-serif font. The letters are slightly spaced out, and the 'E' and 'C' have a unique, modern design with cutouts.

**PECB**

BEYOND RECOGNITION

A background image showing a modern office environment with large glass windows. In the foreground, a woman in a dark suit and a man in a light suit are walking and looking at a tablet together. The scene is dimly lit, suggesting an evening or indoor lighting.

# ISO 21001 LEAD IMPLEMENTER

## **Candidate Handbook**

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## SECTION I: INTRODUCTION

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### **About PECB**

PECB is a certification body that provides education<sup>1</sup>, certification, and certificate programs for individuals on a wide range of disciplines.

Through our presence in more than 150 countries, we help professionals demonstrate their competence in various areas of expertise by providing valuable evaluation, certification, and certificate programs against internationally recognized standards.

### **Our key objectives are:**

1. Establishing the minimum requirements necessary to certify professionals and to grant designations
2. Reviewing and verifying the qualifications of individuals to ensure they are eligible for certification
3. Maintaining and continually improving the evaluation process for certifying individuals
4. Certifying qualified individuals, granting designations and maintaining respective directories
5. Establishing requirements for the periodic renewal of certifications and ensuring that the certified individuals are complying with those requirements
6. Ascertaining that PECB professionals meet ethical standards in their professional practice
7. Representing our stakeholders in matters of common interest
8. Promoting the benefits of certification and certificate programs to professionals, businesses, governments, and the public

### **Our mission**

Provide our clients with comprehensive examination, certification, and certificate program services that inspire trust and benefit the society as a whole.

### **Our vision**

Become the global benchmark for the provision of professional certification services and certificate programs.

### **Our values**

Integrity, Professionalism, Fairness

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<sup>1</sup> Education refers to training courses developed by PECB and offered globally through our partners.

## The Value of PECB Certification

### Global recognition

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.

The value of PECB certifications is validated by the accreditation from the International Accreditation Service (IAS-PCB-111), the United Kingdom Accreditation Service (UKAS-No. 21923) and the Korean Accreditation Board (KAB-PC-08) under ISO/IEC 17024 – General requirements for bodies operating certification of persons. The value of PECB certificate programs is 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 an associate member of The Independent Association of Accredited Registrars (IAAR), 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, CLUSIF, Credential Engine, and ITCC. In addition, PECB is an approved Licensed Partner Publisher (LPP) from the Cybersecurity Maturity Model Certification Accreditation Body (CMMC-AB) for the Cybersecurity Maturity Model Certification standard (CMMC), is approved by Club EBIOS to offer the EBIOS Risk Manager Skills certification, and is approved by CNIL (Commission Nationale de l'Informatique et des Libertés) to offer DPO 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. PECB has a team of experts who are responsible for addressing requests, questions, and needs. We do our best to maintain a 24-hour maximum response time without compromising the quality of the services.

### Flexibility and convenience

Online learning opportunities make your professional journey more convenient as you can schedule your learning sessions according to your lifestyle. Such flexibility gives you more free time, offers more career advancement opportunities, and reduces costs.

## PECB Code of Ethics

The Code of Ethics represents the highest values and ethics that PECB is fully committed to follow, as it recognizes the importance of them when providing services and attracting clients.

The Compliance Division makes sure that PECB employees, trainers, examiners, invigilators, partners, distributors, members of different advisory boards and committees, certified individuals, and certificate holders (hereinafter “PECB professionals”) adhere to this Code of Ethics. In addition, the Compliance Division consistently emphasizes the need to behave professionally and with full responsibility, competence, and fairness in service provision with internal and external stakeholders, such as applicants, candidates, certified individuals, certificate holders, accreditation authorities, and government authorities.

It is PECB’s belief that to achieve organizational success, it has to fully understand the clients and stakeholders’ needs and expectations. To do this, PECB fosters a culture based on the highest levels of integrity, professionalism, and fairness, which are also its values. These values are integral to the organization, and have characterized the global presence and growth over the years and established the reputation that PECB enjoys today.

PECB believes that strong ethical values are essential in having healthy and strong relationships. Therefore, it is PECB’s primary responsibility to ensure that PECB professionals are displaying behavior that is in full compliance with PECB principles and values.

PECB professionals are responsible for:

1. Displaying professional behavior in service provision with honesty, accuracy, fairness, and independence
2. Acting at all times in their service provision solely in the best interest of their employer, clients, the public, and the profession in accordance with this Code of Ethics and other professional standards
3. Demonstrating and developing competence in their respective fields and striving to continually improve their skills and knowledge
4. Providing services only for those that they are qualified and competent and adequately informing clients and customers about the nature of proposed services, including any relevant concerns or risks
5. Informing their employer or client of any business interests or affiliations which might influence or impair their judgment
6. Preserving the confidentiality of information of any present or former employer or client during service provision
7. Complying with all the applicable laws and regulations of the jurisdictions in the country where the service provisions were conducted
8. Respecting the intellectual property and contributions of others
9. Not communicating intentionally false or falsified information that may compromise the integrity of the evaluation process of a candidate for a PECB certification or a PECB certificate program
10. Not falsely or wrongly presenting themselves as PECB representatives without a proper license or misusing PECB logo, certifications or certificates
11. Not acting in ways that could damage PECB’s reputation, certifications or certificate programs
12. Cooperating in a full manner on the inquiry following a claimed infringement of this Code of Ethics

To read the complete version of PECB’s Code of Ethics, go to [Code of Ethics | PECB](#).

## **Introduction to ISO 21001 Lead Implementer**

ISO 21001 specifies the requirements for establishing, implementing, maintaining, and continually improving an educational organization management system (EOMS). It is applicable to any organization that uses a curriculum to support the development of competence through teaching, learning or research. It intends to help educational providers meet learner requirements and needs. The standard places considerable emphasis on learners and other beneficiaries' requirements in order to determine, understand and constantly meet their needs and expectations.

The "ISO 21001 Lead Implementer" credential is a professional certification for individuals aiming to demonstrate the competence to implement the educational organization management system and lead an implementation team.

Considering that implementing is one of the most in-demand professions, an internationally recognized certification can help you achieve your career potential and reach your professional objectives.

PECB certifications are not a license or simply a membership. They attest the candidates' knowledge and skills gained through our training courses and are issued to candidates that have the required experience and have passed the exam.

This document specifies the PECB ISO 21001 Lead Implementer 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 the PECB international office at [certification.team@pecb.com](mailto:certification.team@pecb.com).

## SECTION II: EXAMINATION PREPARATION, RULES, AND POLICIES

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### Preparing for and scheduling the exam

All candidates are responsible for their own study and preparation for certification exams. Although candidates are not required to attend the training course to be eligible for taking the exam, attending it can significantly increase their chances of successfully passing the exam.

To schedule the exam, candidates have two options:

1. Contact one of our authorized partners. To find an authorized partner in your region, please go to [Active Partners](#). The training course schedule is also available online and can be accessed on [Training Events](#).
2. Take a PECB exam remotely through the [PECB Exams application](#). To schedule a remote exam, please go to the following link: [Exam Events](#).

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](mailto: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: \$1000<sup>2</sup>
- Manager Exam: \$700
- Foundation Exam: \$500
- Transition Exam: \$500

The application fee for certification is \$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).

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<sup>2</sup> All prices listed in this document are in US dollars.

## Competency domains

The objective of the “PECB ISO 21001 Lead Implementer” exam is to ensure that the candidate has acquired the necessary competence to support an organization in establishing, implementing, managing and maintaining an EOMS.

The ISO 21001 Lead Implementer certification is intended for:

- Managers or consultants involved in and concerned with the implementation of an educational organization management system in an organization
- Project managers, consultants, or expert advisers seeking to master the implementation of an educational organization management system
- Individuals responsible for maintaining conformity with the ISO 21001 requirements in an organization
- Members of an EOMS implementation team

The content of the exam is divided as follows:

- **Domain 1:** Fundamental principles and concepts of an educational organization management system (EOMS)
- **Domain 2:** Educational organization management system (EOMS)
- **Domain 3:** Planning the EOMS implementation
- **Domain 4:** Implementing an EOMS
- **Domain 5:** Performance evaluation, monitoring, and measurement of an EOMS
- **Domain 6:** Continual improvement of an EOMS



## Domain 1: Fundamental principles and concepts of an educational organization management system (EOMS)

**Main objective:** Ensure that the candidate is able to interpret ISO 21001 principles and concepts.

Competencies	Knowledge statements
1. Ability to understand and explain the main concepts of the management system for educational organizations	1. Knowledge of the educational organization laws, regulations, international and industry standards, contracts, market practices, internal policies, etc., an organization must comply with
2. Ability to understand and explain the operations of the ISO organization and the development of the Management System for Educational Organizations (EOMS)	2. Knowledge of the main concepts and terminology of ISO 21001
3. Ability to identify, analyze and evaluate the requirements of ISO 21001	3. Knowledge of the application of the eleven principles for an EOMS
4. Ability to identify and briefly describe other ISO 21001-related standards	4. Knowledge of the main standards related to educational organizations
5. Ability to identify and interpret the EOMS principles and their potential benefits to the educational organization and its surroundings	5. Knowledge of the concept of risk and its application in educational organization's contexts
6. Ability to identify and interpret the key EOMS concepts, such as Special Needs Education, Early Childhood Education, Social Responsibility, Accessibility and Equity in Education, and so on	6. Knowledge of other ISO 21001 related standards
7. Ability to identify and interpret EOMS risks and their impacts	7. Knowledge of the key concepts related to education and their (potential) impacts
8. Ability to understand and set EOMS objectives	8. Knowledge of Special Needs Education, Early Childhood Education, Social Responsibility, Accessibility and Equity 9. Knowledge of the application of EOMS objectives and how to achieve specific results

## Domain 2: Educational organization management system (EOMS) and ISO 21001 requirements

**Main objective:** Ensure that the candidate is able to identify and explain the requirements for an educational organization management system based on ISO 21001.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to understand the ISO 21001 requirements and the structure of the standard</li> <li>2. Ability to distinguish and illustrate the requirements and best practices through concrete examples</li> <li>3. Ability to understand the components of a management system for educational organizations based on ISO 21001 and its principal processes</li> <li>4. Ability to understand, interpret, and analyze the requirements of ISO 21001</li> <li>5. Ability to understand, explain, and illustrate the main steps to establish, implement, operate, monitor, review, maintain, and improve an organization's EOMS</li> <li>6. Ability to compare possible solutions to an EOMS issue and identify or analyze the strengths and weaknesses of each proposed solution</li> <li>7. Ability to select and demonstrate the best EOMS solutions in order to address the management objectives set by the organization</li> <li>8. Ability to analyze, evaluate, and validate action plans to implement a specific requirement</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the supporting standards of ISO 21001</li> <li>2. Knowledge of the ISO 21001 requirements, clauses 4 to 10, and others, if applicable</li> <li>3. Knowledge of the best practices in Management Systems for Educational Organizations</li> <li>4. Knowledge of the main steps for establishing EOMS policies, objectives, processes, and procedures relevant to managing risks and improving a management system for educational organizations</li> <li>5. Knowledge of the concept of continual improvement and its application to an EOMS</li> <li>6. Knowledge of the "Plan-Do-Check-Act" (PDCA) cycle</li> <li>7. Knowledge of the principal characteristics of an integrated management system</li> </ol>

## Domain 3: Planning the EOMS implementation

**Main objective:** Ensure that the candidate is able to plan the implementation of the EOMS based on ISO 21001.

Competencies	Knowledge statements
1. Ability to collect, analyze, and interpret the information required to plan an EOMS implementation	1. Knowledge of the main project management concepts, terminology, processes, and best practices
2. Ability to understand and set educational management and EOMS objectives	2. Knowledge of the principal approaches and methodology used to implement an EOMS
3. Ability to identify and interpret EOMS risks and their impacts	3. Knowledge of typical educational management and EOMS objectives and how to achieve specific results
4. Ability to analyze and consider the internal and external context of an educational organization	4. Knowledge of what typically constitutes an educational organization's internal and external context
5. Ability to draft, file, and review an EOMS project plan	5. Knowledge of the main interested parties related to an organization, and their characteristics
6. Ability to perform a gap analysis and clarify the educational organization management objectives	6. Knowledge of the approaches used to understand the context of an organization
7. Ability to ensure students and other beneficiaries' participation and consultation in ISO 21001 implementation processes.	7. Knowledge of the techniques used to gather information on an organization and to perform a gap analysis of a management system
8. Ability to take into account different requirements (boundaries) when outlining the EOMS scope	8. Knowledge of an EOMS project plan and an EOMS project team
9. Ability to define and justify an EOMS scope adapted to the organization's specific educational management objectives	9. Knowledge of the main organizational structures applicable for an organization to manage an EOMS
10. Ability to develop and establish an EOMS policy	10. Knowledge of the characteristics of an EOMS scope in terms of organizational, physical, and EOMS boundaries, including voluntary and mandated requirements of educational organizations
11. Ability to perform the different steps of the risk assessment process	11. Knowledge of the best practices and techniques used to draft and establish educational organization management policies and procedures
	12. Knowledge of the different approaches and methodologies used to perform the risk assessment process

## Domain 4: Implementing an EOMS

**Main objective:** Ensure that the candidate is able to implement the processes of an EOMS required for an ISO 21001 certification.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to manage and monitor the resources needed for the EOMS implementation</li> <li>2. Ability to understand and provide the resource needs of students and other beneficiaries</li> <li>3. Ability to understand and provided the needed resources and competence for meeting special education needs</li> <li>4. Ability to identify, analyze, and evaluate risks and opportunities</li> <li>5. Ability to manage capacity building processes for the successful implementation of an EOMS</li> <li>6. Ability to understand and analyze the needs, and provide guidance on the attribution of roles and responsibilities in the context of the EOMS implementation and management</li> <li>7. Ability to define the documentation and record management processes needed to support the implementation and operations of an EOMS</li> <li>8. Ability to define, design and implement processes necessary for the operation of an EOMS and properly document them</li> <li>9. Ability to understand, manage, and evaluate organizational knowledge</li> <li>10. Ability to define and implement appropriate educational organization management training and awareness programs, and communication plans</li> <li>11. Ability to establish an EOMS communication plan to assist in the understanding of an organization’s educational management issues, policies, performance, and providing inputs or suggestions for improving the performance of the EOMS</li> <li>12. Ability to establish processes of design, development, control &amp; delivery of educational products and services</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of resource management in EOMS implementation processes</li> <li>2. Knowledge of the process of identifying, analyzing, and evaluating risks and opportunities</li> <li>3. Knowledge regarding resource needs of students and other beneficiaries.</li> <li>4. Knowledge of needed resources and competences for special needs education.</li> <li>5. Knowledge in assessing and building the needed capacities for a successful EOMS implementation.</li> <li>6. Knowledge of the roles and responsibilities of the key interested parties during and after the implementation and operation of an EOMS.</li> <li>7. Knowledge of the best practices on documented information life cycle management</li> <li>8. Knowledge of the characteristics and the differences between the different documented information related to an EOMS policy, procedure, guideline, standard, baseline, worksheet, etc.</li> <li>9. Knowledge of the characteristics and the best practices of implementing educational organization management training and awareness programs and communication plans</li> <li>10. Knowledge of the communication objectives, activities, and interested parties to enhance their support and confidence</li> <li>11. Knowledge of design, development, control &amp; delivery processes of educational products and services</li> </ol>

## Domain 5: Monitoring, measurement, analysis, and evaluation of an EOMS

**Main objective:** Ensure that the candidate is able to evaluate, monitor, and measure the performance of an EOMS.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to monitor and evaluate the effectiveness of an EOMS</li> <li>2. Ability to establish and evaluate professional staff development processes.</li> <li>3. Ability to establish and evaluate student, staff and other beneficiaries' satisfaction.</li> <li>4. Ability to utilize educational tools, processes and measurements.</li> <li>5. Ability to verify to what extent the identified EOMS objectives have been met</li> <li>6. Ability to define and implement an EOMS internal audit program</li> <li>7. Ability to perform regular and methodical reviews to ensure the suitability, adequacy, effectiveness, and efficiency of an EOMS based on the policies and objectives of the organization</li> <li>8. Ability to define and perform a management review process</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of an EOMS</li> <li>2. Knowledge of the concepts related to measurement and evaluation</li> <li>3. Knowledge of student, staff and other beneficiaries' satisfaction evaluation process</li> <li>4. Knowledge of the main concepts and components related to the implementation and operation of an EOMS internal audit program</li> <li>5. Knowledge of the difference between a major and a minor nonconformity</li> <li>6. Knowledge of the guidelines and best practices to draft a nonconformity report</li> <li>7. Knowledge of the best practices used to perform management reviews</li> </ol>

## Domain 6: Continual improvement of an EOMS

**Main objective:** Ensure that the candidate is able to provide guidance on the continual improvement of an EOMS.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to track and take action on incidents and nonconformities.</li> <li>2. Ability to identify and analyze the root causes of incidents and nonconformities, and propose action plans to treat them</li> <li>3. Ability to counsel an educational organization on how to continually improve the effectiveness and efficiency of an EOMS</li> <li>4. Ability to implement continual improvement processes in an educational organization.</li> <li>5. Ability to determine the appropriate improvement tools to support the continual improvement processes of an educational organization</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the main processes, tools, and techniques used by professionals to identify nonconformities and their root causes.</li> <li>2. Knowledge of processes that resolve nonconformities</li> <li>3. Knowledge of the characteristics of corrective action plans.</li> <li>4. Knowledge of the main processes, tools, and techniques used by professionals to develop and propose the best corrective and action plans.</li> <li>5. Knowledge of the main concepts related to continual improvement.</li> <li>6. Knowledge of the continuous monitoring processes of change factors</li> <li>7. Knowledge of the maintenance and improvement of an EOMS</li> <li>8. Knowledge of the continual update of documented information</li> </ol>

Based on the above-mentioned domains and their relevance, the exam contains 12 questions, as summarized in the table below:

		Points per question	Questions that measure comprehension, application, and analysis	Questions that measure evaluation	Number of questions per competency domain	% of the exam devoted to each competency domain	Number of points per competency domain	% of points per competency domain
Competency domains	Fundamental principles and concepts of an educational organization management system (EOMS)	5	X		2	16.67	10	13.34
		5	X					
	Educational organization management system (EOMS) and ISO 21001 requirements	10	X		2	16.67	20	26.65
		10	X					
	Planning the EOMS implementation	5	X		3	24.99	15	20
		5		X				
		5	X					
	Implementing an EOMS	10		X	2	16.67	15	20
		5		X				
	Monitoring, measurement, analysis and evaluation of an EOMS	5		X	2	16.67	10	13.34
		5		X				
	Continual improvement of an EOMS	5		X	1	8.33	5	6.67
Total points		75						
Number of questions per level of understanding			6	6				
% of the exam devoted to each level of understanding (cognitive/taxonomy)			50	50				

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

After successfully passing the exam, candidates will be able to apply for obtaining the “PECB Certified ISO 21001 Lead Implementer” credential.

## 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. **Paper-based:** 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.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more information about online exams, go to the [PECB Online Exam Guide](#).

PECB exams are available in two types:

1. Essay-type question exam
2. Multiple-choice question exam

**This exam comprises essay-type questions.** Essay-type questions are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated. The exam aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains.

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

- A hard copy of the ISO 21001 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 hard copy dictionary



# PECB

A sample of exam questions will be provided below.

**Note:** PECB will progressively transition to multiple-choice exams. They will also be open book and comprise scenario-based questions that will allow PECB to evaluate candidates' knowledge, abilities, and skills to use information in new situations (apply), draw connections among ideas (analyze), and justify a stand or decision (evaluate).

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

## Sample exam questions

### Question 1: EOMS principle – Visionary leadership

According to ISO 21001, there are eleven EOMS Principles such as: focus on learners and other beneficiaries; engagement of people; accessibility and equity; and so on. Please elaborate on the importance of the Visionary leadership principle and how it can benefit educational organizations and their social surroundings.

#### Possible answer:

The visionary leadership aspect is crucial to every organization, since only a visionary leadership can provide a direction where all stakeholders are engaged and aligned in contributing to the (educational) organization's strategies, policies and objectives. Some of the benefits of a visionary leadership include:

- Improved efficiency and effectiveness in realizing EOMS objectives
- Improved coordination of processes inside and outside the organization
- Improved communication inside and outside the organization
- Improved capacities of the organization and the people working on its behalf
- Better alignment of the requirements coming from inside and outside of the organization

### Question 2: Evidence of conformance

Please list at least four types of evidence that demonstrate an educational organization's conformity to clause 6.2 Educational organization objectives and planning to achieve them

#### Possible answer:

1. Documented evidence of EOMS objectives
2. Documented evidence of the communication of the EOMS objectives
3. Verbal evidence from staff regarding the communication of the EOMS objectives
4. Documented evidence of the updated EOMS objective

## Exam Security Policy

PECB is committed to protect the integrity of its exams and the overall examination process, and relies upon the ethical behavior of applicants, potential applicants, candidates and partners to maintain the confidentiality of PECB exams. This Policy aims to address unacceptable behavior and ensure fair treatment of all candidates.

Any disclosure of information about the content of PECB exams is a direct violation of this Policy and PECB's Code of Ethics. Consequently, candidates taking a PECB exam are required to sign an Exam Confidentiality and Non-Disclosure Agreement and must comply with the following:

1. The questions and answers of the exam materials are the exclusive and confidential property of PECB. Once candidates complete the submission of the exam to PECB, they will no longer have any access to the original exam or a copy of it.
2. Candidates are prohibited from revealing any information regarding the questions and answers of the exam or discuss such details with any other candidate or person.
3. Candidates are not allowed to take with themselves any materials related to the exam, out of the exam room.
4. Candidates are not allowed to copy or attempt to make copies (whether written, photocopied, or otherwise) of any exam materials, including, without limitation, any questions, answers, or screen images.
5. Candidates must not participate nor promote fraudulent exam-taking activities, such as:
  - Looking at another candidate's exam material or answer sheet
  - Giving or receiving any assistance from the invigilator, candidate, or anyone else
  - Using unauthorized reference guides, manuals, tools, etc., including using "brain dump" sites as they are not authorized by PECB

Once a candidate becomes aware or is already aware of the irregularities or violations of the points mentioned above, they are responsible for complying with those, otherwise if such irregularities were to happen, candidates will be reported directly to PECB or if they see such irregularities, they should immediately report to PECB.

Candidates are solely responsible for understanding and complying with PECB Exam Rules and Policies, Confidentiality and Non-Disclosure Agreement and Code of Ethics. Therefore, should a breach of one or more rules be identified, candidates will not receive any refunds. In addition, PECB has the right to deny the right to enter a PECB exam or to invite candidates for an exam retake if irregularities are identified during and after the grading process, depending on the severity of the case.

Any violation of the points mentioned above will cause PECB irreparable damage for which no monetary remedy can make up. Therefore, PECB can take the appropriate actions to remedy or prevent any unauthorized disclosure or misuse of exam materials, including obtaining an immediate injunction. PECB will take action against individuals that violate the rules and policies, including permanently banning them 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.

## 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.

Candidates that disagree with the results may request a re-evaluation by writing to [examination.team@pecb.com](mailto:examination.team@pecb.com) within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the [PECB Ticketing System](#). Any complaint 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 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.

## SECTION III: CERTIFICATION PROCESS AND REQUIREMENTS

### PECB ISO 21001 credentials

All PECB certifications have specific requirements regarding education and 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 21001 scheme have the following requirements:

Credential	Education	Exam	Professional experience	MS project experience	Other requirements
<b>PECB Certified ISO 21001 Provisional Implementer</b>	At least secondary education	PECB Certified ISO 21001 Lead Implementer exam or equivalent	None	None	<a href="#">Signing the PECB Code of Ethics</a>
<b>PECB Certified ISO 21001 Implementer</b>			Two years: One year of work experience in educational organization management	Project activities: a total of 200 hours	
<b>PECB Certified ISO 21001 Lead Implementer</b>			Five years: Two years of work experience in educational organization management	Project activities: a total of 300 hours	
<b>PECB Certified ISO 21001 Senior Lead Implementer</b>			Ten years: Seven years of work experience in educational organization 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 EOMS implementation plans
2. Initiating EOMS implementation projects
3. Establishing policies, processes, and procedures
4. Setting objectives at relevant levels
5. Implementing the EOMS
6. Managing, monitoring, and maintaining the EOMS
7. Identifying and acting upon continual improvement opportunities

### 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 educational and professional 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. Candidates can submit their application in English, French, German, Spanish or Korean languages. They can choose to either pay online or be billed. For additional information, please contact [certification.team@pecb.com](mailto: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](#).

PECB provides support both in English and French.

## **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 résumé.

## **Professional references**

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their educational organization management experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid.

## **EOMS project experience**

The candidate's EOMS 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.

## SECTION IV: CERTIFICATION POLICIES

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### Denial of certification

PECB can deny certification/certificate program if candidates:

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

Candidates whose certification/certificate program has been denied can file a complaint through the complaints and appeals procedure. For more detailed information, refer to [Complaint and Appeal Policy](#) section.

The application payment for the certification/certificate program is nonrefundable.

### Certification status options

#### Active

Means that your certification is in good standing and valid, and it is being maintained by fulfilling the PECB requirements regarding the CPD and AMF.

#### Suspended

PECB can temporarily suspend candidates' certification if they fail to meet the requirements. Other reasons for suspending certification include:

- 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.

#### Revoked

PECB can revoke (that is, to withdraw) the certification if the candidate fails to satisfy its requirements. In such cases, candidates are no longer allowed to represent themselves as PECB Certified Professionals.

Additional reasons for revoking certification can be if the candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of certification
- Break any other PECB rules
- Any other reasons that PECB deems appropriate

Candidates whose certification has been revoked can file a complaint through the complaints and appeals procedure. For more detailed information, refer to [Complaint and Appeal Policy](#) section.



## Other statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. To learn more about these statuses and the permanent cessation status, go to [Certification Status Options](#).

## Upgrade and downgrade of credentials

### Upgrade of credentials

Professionals can upgrade their credentials as soon as they can demonstrate that they fulfill the requirements.

To apply for an upgrade, candidates need to log into their PECB account, visit the “My Certifications” tab, and click on “Upgrade.” The upgrade application fee is \$100.

### Downgrade of credentials

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

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

**Note:** *PECB certified professionals who hold Lead certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. The holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

## 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 (\$120). 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](mailto:certification.team@pecb.com) and pay the required fee.

## Complaint and Appeal Policy

Any complaints must be made no later than 30 days after receiving the certification decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If candidates do not find the response satisfactory, they have the right to file an appeal.

For more information about the Complaint and Appeal Policy, click [here](#).

## SECTION V: GENERAL POLICIES

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### **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., ISO 21001 Lead Implementer 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 accommodations<sup>3</sup> 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 arrangements<sup>4</sup>. 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](#).

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<sup>3</sup> 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.

<sup>4</sup> 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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**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](http://www.pecb.com)