

Candidate Handbook

ISO 21502 LEAD PROJECT MANAGER



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SECTION I: INTRODUCTION

About PECB

PECB is a certification body which provides education¹ and certification in accordance with ISO/IEC 17024 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable evaluation and certification services against internationally recognized standards. Our mission is to provide services that inspire trust and continual improvement, demonstrate recognition, and benefit the society as a whole.

The key objectives of PECB are:

1. Establishing the minimum requirements necessary to certify professionals
2. Reviewing and verifying the qualifications of applicants to ensure they are eligible to apply for certification
3. Developing and maintaining reliable certification evaluations
4. Granting certifications to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certification
5. Establishing requirements for the periodic renewal of certification and ensuring compliance with those requirements
6. Ensuring that candidates meet ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to organizations, employers, public officials, practitioners in related fields, and the public

¹ Education refers to training courses developed by PECB, and offered globally through our network of resellers.
PECB Candidate Handbook



The Value of PECB Certification

Why Choose PECB as Your Certification Body?

Global Recognition

Our certifications are internationally recognized and accredited by the International Accreditation Service (IAS); signatory of IAF Multilateral Recognition Arrangement (MLA) which ensures mutual recognition of accredited certification between signatories to the MLA and acceptance of accredited certification in many markets. Therefore, professionals who pursue a PECB certification credential will benefit from PECB's recognition in domestic and international markets.

Competent Personnel

The core team of PECB consists of competent individuals who have relevant sector-specific experience. All of our employees hold professional credentials and are constantly trained to provide more than satisfactory services to our clients.

Compliance with Standards

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

Customer Service

We are a customer-centered company and treat all our customers with value, importance, professionalism, and honesty. PECB has a team of experts dedicated to support customer requests, problems, concerns, needs, and opinions. We do our best to maintain a 24-hours maximum response time without compromising the quality of the service.



PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility, and independence
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession, by adhering to the professional standards and applicable techniques while offering professional services
3. Maintain competency in their respective fields and strive to constantly improve their professional capabilities
4. Offer only professional services for which they are qualified to perform, and adequately inform clients about the nature of the proposed services, including any relevant concerns or risks
5. Inform each employer or client of any business interests or affiliations that might influence their judgment or impair their fairness
6. Treat in a confidential and private manner the information acquired during professional and business dealings of any present or former employer or client
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted
8. Respect the intellectual property and contributions of others
9. Not, intentionally or otherwise, communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation
10. Not act in any manner that could compromise the reputation of PECB or its certification programs
11. Fully cooperate on the inquiry following a claimed infringement of this Code of Ethics

The full version of the PECB Code of Ethics can be downloaded [here](#).



Introduction to ISO 21502 Lead Project Manager

ISO 21502 provides guidelines for project management that can be used for any type of project by any organization.

ISO 21502 consists of four main clauses:

- Clause 4 *Project management concepts*, which outlines the project management concepts and sets a frame for the guidance provided in subsequent clauses
- Clause 5 *Prerequisites for formalizing project management*, which describes what organizations should consider before establishing the project environment
- Clause 6 *Integrated project management practices*, which defines the practices that should be used from pre-project activities to the post-project activities, and
- Clause 7 *Management practices for a project*, which describes the individual practices that should be taken into account throughout a project

The “ISO 21502 Lead Project Manager” credential is a professional certification for individuals that want to advance their careers in project management. This training course is primarily aimed at professionals that have some experience with project management, but it can also be suitable for individuals that are directly or indirectly involved in projects, such as executive and senior managers, project sponsors, team leaders, etc.

Considering that there is always a market need for competent project managers, attending the ISO 21502 Lead Project Manager training course can help you advance your competence, realize your career potential, and achieve your professional objectives.

It is important to understand that PECB certifications are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competences. PECB certifications are awarded to candidates that can demonstrate experience and have passed a standardized exam in the certification area.

This document specifies the PECB ISO 21502 Lead Project Manager certification scheme in compliance with ISO/IEC 17024:2012. This candidate handbook also contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If you have questions after reading it, please contact the PECB international office at certification@pecb.com.

SECTION II: PECB CERTIFICATION PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

Decide Which Certification Is Right for You

All PECB certifications have specific education and professional experience requirements. To determine the right credential for you, verify the eligibility criteria for various certifications and your professional needs.

Prepare and Schedule the Exam

All candidates are responsible for their own study and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process. Nevertheless, attending a training course can significantly increase candidates' chances of successfully passing a PECB exam.

To schedule an exam, candidates have two options:

1. Contact one of our resellers who provide training courses and exam sessions. To find a training course provider in a particular region, candidates should go to [Active Resellers](#). The PECB training course schedule is also available on [Training Events](#).
2. Take a PECB exam remotely from their home or any location they desire through the PECB Exam application, which can be accessed here: [Exam Events](#).

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

Application Fees for Examination and Certification

PECB offers direct exams, where a candidate can sit for the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: \$1000
- Manager Exam: \$700
- Foundation and Transition Exam: \$500

The application fee for certification is \$500.

For all candidates that have followed the training course and taken the exam with one of PECB's resellers, the application fee includes the costs associated with examination, application for certification, and the first year of Annual Maintenance Fee (AMF) only.

Competency Domains

The objective of the "PECB ISO 21502 Lead Project Manager" exam is to ensure that the candidate has acquired the necessary competence to lead project teams and deliver projects successfully by utilizing the guidelines of ISO 21502 and other good practices related to project management.

The ISO 21502 Lead Project Manager certification is intended for:

- Project managers
- Project sponsors
- Expert advisers
- Project team members
- Executives, managers, and directors involved in governance, direction, and audits of projects
- Individuals seeking to thoroughly understand project management

- Individuals aiming to start or advance their careers in project management

The exam covers the following competency domains:

- **Domain 1:** Fundamental principles and concepts of project management
- **Domain 2:** Integrated project management practices
- **Domain 3:** Individual management practices for a project

Domain 1: Fundamental principles and concepts of project management

Main objective: Ensure that the candidate understands and is able to interpret the concepts related to project management.

| Competencies | Knowledge statements |
|--|---|
| <ol style="list-style-type: none"> 1. Ability to understand and explain the purpose of ISO 21502 2. Ability to understand and explain the correlation between ISO 21502 and other standards of the ISO 21500 series 3. Ability to understand other project management methodologies 4. Ability to explain the advantages of using ISO 21502 guidelines 5. Ability to define and explain the main concepts and terminology related to project management, as outlined in ISO 21502 6. Ability to establish a criteria to measure the success of a project 7. Ability to understand and explain the difference between projects and operations 8. Ability to recognize the impact and importance of projects 9. Ability to explain the relationship between projects, programs, and portfolios 10. Ability to identify, understand, and manage typical project constraints 11. Ability to apply the principles and establish policies and frameworks to direct, authorize, and control a project 12. Ability to develop and establish a project governance framework 13. Ability to develop a business case for a project 14. Ability to understand and explain the project life cycle, as per the guidelines of ISO 21502 | <ol style="list-style-type: none"> 1. Knowledge of the guidelines of ISO 21502 2. Knowledge of the standards that are part of the ISO 21500 series, their applicability, and their relation with ISO 21502 3. Knowledge of the other project management methodologies 4. Knowledge of the advantages gained from using the guidelines of ISO 21502 to manage a project 5. Knowledge of the main concepts and terminology of project management, as outlined in ISO 21502 6. Knowledge of the project management success criteria 7. Knowledge of the difference between projects and operations 8. Knowledge of the impact of projects in organizations 9. Knowledge of the relationship between projects, programs, and portfolios 10. Knowledge of the typical constraints that impact projects 11. Knowledge of the principles, policies, and frameworks by which organizations direct, authorize, and control projects 12. Knowledge of the factors that should be considered during the development and establishment of the project governance framework 13. Knowledge of the importance and purpose of a business case 14. Knowledge of the project life cycle |

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| | |
|--|---|
| <ul style="list-style-type: none">15. Ability to understand and explain the typical project stakeholders16. Ability understand and explain the role, responsibilities, and authorities of a project manager17. Ability to explain the prerequisites for formalizing project management | <ul style="list-style-type: none">15. Knowledge of the typical stakeholders involved in a project and their roles, responsibilities, and authorities16. Knowledge of the role, responsibilities, and authorities of a project manager17. Knowledge of the prerequisites for formalizing project management in an organization |
|--|---|

Domain 2: Integrated project management practices

Main objective: Ensure that the candidate is able to explain and apply the guidelines of ISO 21502 regarding the integrated practices to be used when undertaking a project.

| Competencies | Knowledge statements |
|---|--|
| 1. Ability to understand explain the integrated project management practices, as described in ISO 21502 | 1. Knowledge of the integrated project management practices as explained by ISO 21502 |
| 2. Ability to explain the purpose of pre-project activities | 2. Knowledge of the purpose of pre-project activities |
| 3. Ability to undertake the pre-project activities | 3. Knowledge of the actions typically taken as part of pre-project activities |
| 4. Ability to justify project initiation | 4. Knowledge of the methods and approaches used for setting project objectives |
| 5. Ability to initiate a project | 5. Knowledge of the steps that should be taken to mobilize a project team |
| 6. Ability to set the project objectives | 6. Knowledge of the purpose of initiating a project, as explained by ISO 21502 |
| 7. Ability to mobilize a project team | 7. Knowledge of the guidelines of ISO 21502 for initiating a project and other good practices that can be utilized in this phase |
| 8. Ability to understand and explain the practices required to oversee and direct a project | 8. Knowledge of the activities that should be undertaken to oversee and direct a project |
| 9. Ability to understand and explain the typical activities undertaken during the project execution phase | 9. Knowledge of the activities undertaken to execute a project |
| 10. Ability to manage the performance of a project | 10. Knowledge of the activities that should be undertaken to manage the performance of a project |
| 11. Ability to manage the start and close of each project phase | 11. Knowledge of the activities that should be undertaken to manage the start and close of each project phase |
| 12. Ability to manage the work breakdown structure (WBS) development process | 12. Knowledge of the WBS development process |
| 13. Ability to manage the delivery of work packages (WPs) | 13. Knowledge of the activities related to WP delivery management |
| 14. Ability to explain and undertake steps to close a project | 14. Knowledge of the steps that should be followed to close a project |
| 15. Ability to identify activities that should be undertaken to terminate a project | 15. Knowledge of activities undertaken to terminate a project |
| 16. Ability to understand and explain post-project activities | 16. Knowledge of the post-project activities |

Domain 3: Individual management practices for a project

Main objective: Ensure that the candidate is aware of the individual project management practices and is able to apply them throughout the project life cycle.

| Competencies | Knowledge statements |
|---|--|
| <ol style="list-style-type: none"> 1. Ability to draft, develop, and monitor the project plan 2. Ability to integrate quality management practices in a project 3. Ability to establish and manage the scope of a project 4. Ability to assist the sponsoring organization and the customer in achieving the desired benefits of a project 5. Ability to control changes in the project 6. Ability to establish and manage the schedule, and monitor the progress of the project against the approved schedule 7. Ability to establish financial controls to manage the costs of a project 8. Ability to manage the resources in a project 9. Ability to plan procurement, work with suppliers, and administer contracts 10. Ability to manage risks and opportunities 11. Ability to resolve issues 12. Ability to ensure stakeholder engagement throughout the project life cycle 13. Ability to manage communications with the project stakeholders 14. Ability to report the status, forecast, and analysis of the project 15. Ability to manage information and documentation 16. Ability to identify, disseminate, and document lessons learned | <ol style="list-style-type: none"> 1. Knowledge of the activities that should be conducted to plan a project 2. Knowledge of the typical quality management practices that are used in project management 3. Knowledge of the activities that should be undertaken to establish and manage the scope of a project 4. Knowledge of the methodologies and approaches for benefit management 5. Knowledge of the activities that should be undertaken to control changes in a project 6. Knowledge of the practices and approaches used to establish and manage the schedule in order to ensure that work is undertaken in a timely manner 7. Knowledge of the strategies used for estimating and controlling project costs and developing and managing the budget 8. Knowledge of the resource management strategies, including those for establishing, developing, and managing resources 9. Knowledge of the procurement practices, as explained by ISO 21502 10. Knowledge of the approaches and processes used for the identification, analysis, evaluation, and treatment of risks in projects 11. Knowledge of the strategies for identifying and resolving project issues 12. Knowledge of the activities that should be undertaken to identify, prioritize, engage, and monitor stakeholders 13. Knowledge of the activities that should be undertaken to effectively manage communication with project stakeholders 14. Knowledge of the approaches to report the progress of the project |

| | |
|--|--|
| | <ul style="list-style-type: none">15. Knowledge of the activities that should be undertaken to manage information and documentation16. Knowledge of the importance of lessons learned and approaches used to identify and document them |
|--|--|

Based on the abovementioned domains and their relevance, 80 questions are included in the exam, as summarized in the table below:

| | | | | Level of understanding (Cognitive/Taxonomy) required | |
|---|---|--|--|---|---|
| | | | | Questions that measure comprehension, application, and analysis | Questions that measure synthesis and evaluation |
| | | Number of questions/points per competency domain | % of the exam devoted/points to/for each competency domain | | |
| Competency domains | Fundamental principles and concepts of project management | 23 | 28.75 | X | |
| | Integrated project management practices | 28 | 35 | | X |
| | Individual management practices for a project | 29 | 36.25 | | X |
| Total | | 80 | 100% | | |
| Number of questions per level of understanding | | | | 23 | 57 |
| % of the exam devoted to each level of understanding (cognitive/taxonomy) | | | | 28.75% | 71.25% |

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

After successfully passing the exam, candidates will be able to apply for the “PECB Certified ISO 21502 Lead Project Manager” credential depending on their level of experience.

Taking the Exam

General Information on 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 Reseller 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 detailed information about the online format, please refer 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 contains multiple choice questions: This format has been chosen because it has proven to be effective and efficient for measuring and assessing learning outcomes related to the defined competency domains. The multiple-choice exam can be used to evaluate a candidate's understanding on many subjects, including both simple and complex concepts. When answering these questions, candidates will have to apply various principles, analyze problems, evaluate alternatives, combine several concepts or ideas, etc. The multiple-choice questions are scenario based, which means they are developed based on a scenario that candidates are asked to read and are expected to provide answers to one or more questions related to that scenario. This multiple-choice exam is "open book", due to the context-dependent characteristic of the questions. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:

- A hard copy of the ISO 21502 standard
- Training course materials (accessed through PECB Exams app and/or printed)
- Any personal notes during the training course (accessed through the PECB Exams app and/or printed)
- A hard copy dictionary

Any attempt to copy, collude, or otherwise cheat during the exam session will lead to automatic failure.

PECB exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examination@pecb.com.

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). All PECB multiple-choice exams have one question and three alternatives, of which only one is correct.

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

Sample Exam Questions

- 1. The sequence of activities that determine the earliest possible completion date for a project is known as:**
 - A. Work breakdown structure
 - B. **Critical path**
 - C. Agile delivery
- 2. Who is responsible for defining the way in which the project is to be initiated, directed, monitored, controlled, and closed?**
 - A. **Project manager and project sponsor**
 - B. Project sponsor and project team
 - C. Project manager and project team
- 3. *Buildingo ABC* specializes in the construction of residential buildings. One of the risks which was identified in their latest project was falling behind schedule, as a concrete supplier has bankrupted and stopped operating. What type of creep occurred in this case?**
 - A. Hope creep
 - B. Effort creep
 - C. **Scope creep**
- 4. Each phase of the project life cycle should have:**
 - A. A business case
 - B. **Specific milestones**
 - C. A phase leader
- 5. To whom does the work package leader report?**
 - A. **To the project manager**
 - B. To the project sponsor
 - C. To the sponsoring organization

Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included.

- The time span for the communication starts from the exam date and lasts 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.

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 allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.
Note: Candidates who have completed the training course but failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.
- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.
Note: For candidates that fail the exam in the 2nd retake, PECB recommends them to attend a training course in order to be better prepared for the exam.
- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

To arrange exam retakes (date, time, place, costs), candidates need to contact the PECB Reseller/Distributor who has initially organized the session.

Exam Security

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of PECB exams. Any disclosure of information about the content of PECB exams is a direct violation of PECB's Code of Ethics. PECB will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing PECB credentials and revoking any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Reschedule the Exam

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

Apply for Certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined 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 online profile), including contact details of references who will be contacted to validate the candidate's professional experience. Candidates can submit their application in various languages. Candidates can choose to either pay online or be billed. For additional information, contact certification@pecb.com.

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

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

For more information about the application process, follow the instructions on this manual [Apply for Certification](#).

The application is approved as soon as the Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. An email will be sent to the email address provided during the application process to communicate the application status. If approved, candidates will then be able to download the certification from their PECB Account.

PECB provides support in both English and French.

Renew your Certification

PECB certifications are valid for three years. To maintain them, candidates must demonstrate every year that they are still performing tasks that are related to the certification. PECB certified professionals must annually provide Continual Professional Development (CPD) credits and pay \$100 as the Annual Maintenance Fee (AMF) to maintain the certification. For more information, please visit the [Certification Maintenance](#) page on the PECB website.

Closing a Case

If candidates do not apply for certification within three years, 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 and pay the required fee.

SECTION III: CERTIFICATION REQUIREMENTS

ISO 21502 Lead Project Manager

The requirements for PECB ISO 21502 Lead Project Manager certifications are:

| Credential | Exam | Professional experience | Project experience | Other requirements |
|---|--|--|--|---------------------------------|
| PECB Certified ISO 21502 Provisional Project Manager | PECB Certified ISO 21502 Lead Project Manager exam | None | None | Signing the PECB Code of Ethics |
| PECB Certified ISO 21502 Project Manager | | Two years: One year of work experience in project management | Project activities: a total of 200 hours | |
| PECB Certified ISO 21502 Lead Project Manager | | Five years: Two years of work experience in project management | Project activities: a total of 300 hours | |
| PECB Certified ISO 21502 Senior Lead Project Manager | | Ten years: Seven years of work experience in project management | Project activities: a total of 1,000 hours | |

To be considered valid, the activities should comprise project management practices, including but not limited to the following:

1. Drafting a business case
2. Managing projects
3. Planning procurement
4. Managing the project team (day-to-day supervision, leadership, motivation, conflict resolution, setting targets)
5. Scheduling, cost control, and quality assurance activities
6. Managing supplier performance
7. Risk management activities
8. Monitoring work
9. Validating deliverables and outcomes

SECTION IV: CERTIFICATION RULES AND POLICIES

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 project 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.

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.

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 candidate's eligibility for certification. 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 can eventually lead to its downgrade to a lower credential.

Denial of Certification

PECB can deny certification if candidates:

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

For more detailed information, refer to "Complaint and Appeal" section.

The application payment for the certification is non-refundable.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:

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

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Revocation of Certification

PECB can revoke certification if the candidate fails to fulfill the PECB requirements. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Other reasons for revoking certification can be if candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other PECB rules

Upgrade of Credentials

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to login in to their PECB Account, visit the “My Certifications” tab, and click on the “Upgrade” link. 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. On the other hand, the holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. More information about these statuses and the permanent cessation status, and how to apply, please visit [Certification Status Options](#).

SECTION V: PECB GENERAL POLICIES

PECB Code of Ethics

Adherence to the PECB Code of Ethics is a voluntary engagement. It is important that PECB certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found [here](#).

Other Exams and Certifications

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/IEC 27001 Lead Auditor certification).

Non-discrimination and Special Accommodations

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

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the Reseller/Distributor in order for them to make proper arrangements. Any information candidates provide regarding their disability/need will be treated with strict confidentiality.

Click [here](#) to download the Candidates with Disabilities Form.

Complaints and Appeals

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 they do not find the response satisfactory, the candidate has the right to file an appeal. For more information about the complaints and appeal procedures, click [here](#).

(1) 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.

(2) 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.

Emails:

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Certification: certification@pecb.com
Customer Service: customer@pecb.com

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