PECB

Candidate Handbook

ISO 22301
FOUNDATION

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SECTION I: INTRODUCTION

About PECB[1]

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 22301 Foundation Certificate

The PECB ISO 22301 Foundation certificate program enables participants to learn the basic concepts, principles, and requirements of business continuity management system (BCMS) based on ISO 22301.

Purpose and scope

This training course is designed to help the participants understand the principles of business continuity management system and the requirements for an business continuity management system based on ISO 22301. Furthermore, the "ISO 22301 Foundation" certificate aims to demonstrate that individuals obtaining this certificate are acquainted with ISO 22301 requirements for implementing and managing an BCMS.

Upon successful completion of this training course, the participants will be able to:

1. Describe the business continuity concepts, principles, and definitions
2. Explain the main ISO 22301 requirements for a business continuity management system (BCMS)
3. Identify approaches and techniques used for the implementation and management of a BCMS

The ISO 22301 Foundation certificate is intended for:

- Managers and consultants seeking to know more about business continuity
- Professionals wishing to get acquainted with ISO 22301 requirements for a BCMS
- Individuals engaged in or responsible for business continuity activities in their organization
- Individuals wishing to pursue a career in business continuity

This document specifies the PECB ISO 22301 Foundation Certificate Program in compliance with ASTM E2659. It contains information about the process by which candidates may earn 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 support@pecb.com.

SECTION II: TRAINING COURSE, EXAM PROCESS, RULES AND POLICIES

ISO 22301 Foundation Training Course

All candidates are required to complete the PECB ISO 22301 Foundation training course. This training course has been designed and developed in accordance with generally accepted practices for instructional design and adult learning.[2]

Candidates may attend this training course in one of the following formats:

- Classroom
- Live Online
- eLearning[3]
- Self-study

To learn more about PECB's delivery formats, please go to Training Course Delivery Formats. The Classroom and Live Online formats are delivered through our partners. To find an authorized partner in your region, please go to Active Partners. To see the training events organized by our partners, please go to Training Events.

ISO 22301 Foundation Summative Assessment

The summative assessment of the "PECB ISO 22301 Foundation" certificate program is in the form of a written exam. The objective of the "PECB ISO 22301 Foundation" exam is to ensure that the candidate has acquired fundamental knowledge of the main concepts and processes related to business continuity concepts and approaches for establishing, implementing, managing, and maintaining a business continuity management system (BCMS) based on ISO 22301. The exam aims to measure the knowledge and understanding of the learner compared to the intended learning outcomes of the certificate program.

***Note**: For simplicity, this candidate handbook may use the term "exam"; however, whenever used, it refers to the program's summative assessment as defined by the ASTM E2659 standard*.

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.

For detailed and most up-to-date information, you are advised to refer to the online **Exam Rules and Policies** by clicking here.

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

[2] Training course is not required for certificate programs that are not accredited by ANAB
[3] The availability of this format may be limited.

(pregnancy, surgery, postoperative recovery, but not limited to) they can apply for such arrangements through myPECB dashboard/ Enroll for an Exam. Any information that candidates provide regarding their special needs will be treated with confidentiality.

Taking the Exam

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not receive additional time to make up for the delay and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (national ID card, driver's license, or passport) and show it to the invigilator.

Online Exam Rules	Paper-Based Exam Rules
• Exams are provided electronically via the PECB Exams application. • The use of secondary electronic devices, such as tablets and phones, is not allowed during the exam. • The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera. • If requested on the day of the exam, additional time can be provided to candidates taking the exam in a non-native language, as follows: – 10 additional minutes for Foundation exams	• Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. • The use of electronic devices, such as laptops, tablets, or phones, is not allowed. • The exam session is supervised by a PECB approved Invigilator at the location where the Partner has organized the training course. • If requested on the day of the exam, additional time can be provided to candidates taking the exam in a non-native language, as follows: – 10 additional minutes for Foundation exams

For specific information on exam types, languages available, and other details, please contact examination.team@pecb.com or 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 certificate program.

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 here.

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 certificate program credential is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certificate program 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 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 exam covers the following competency domains:

Domain 1: Fundamental principles and concepts of a business continuity management system

Main objective: Ensure that the candidate understands and is able to interpret fundamental concepts of a business continuity management system based on ISO 22301.

Competencies	Knowledge statements
1. Ability to describe the applicability of ISO 22301	1. Knowledge of the ISO 22301 applicability
2. Ability to explain the main concepts of business continuity	2. Knowledge of the main concepts and terminology of ISO 22301
3. Ability to explain what a management system is	3. Knowledge of ISO's definition for a management system
4. Ability to explain the relation between ISO 22301 and other ISO standards	4. Knowledge of the relationship between ISO 22301 and other ISO standards
5. Ability to explain the "Plan-Do-Check-Act" (PDCA) cycle	5. Knowledge of the "Plan-Do-Check-Act" (PDCA) cycle
6. Ability to communicate the advantages of implementing a BCMS based on ISO 22301	6. Knowledge of the advantages of implementing a BCMS based on ISO 22301
7. Ability to explain the structure of ISO 22301	7. Knowledge of the structure of ISO 22301
8. Ability to describe the use of cloud computing in business continuity	8. Knowledge of the use of cloud computing in business continuity
9. Ability to describe the development of initial draft of ISO 22301	9. Knowledge of the development of initial draft of ISO 22301

Domain 2: ISO 22301 requirements for a business continuity management system (BCMS)

Main objective: Ensure that the candidate is able to identify and interpret the business continuity management system requirements based on ISO 22301.

Competencies	Knowledge statements
1. Ability to interpret and analyze the requirements of ISO 22301	1. Knowledge of the ISO 22301 requirements
2. Ability to explain the standard's requirements with regard to the organization's context, interested parties, BCMS scope, and BCMS and its processes (clause 4)	2. Knowledge of the common external and internal issues that affect the context of an organization, needs and expectations of interested parties, approaches to establishing the BCMS scope, as well as the BCMS, including its processes and their interactions
3. Ability to explain the role of top management regarding the BCMS, including the establishment of a business continuity policy and assignment of responsibilities and authorities for relevant roles in the BCMS (clause 5)	3. Knowledge of the requirements regarding the leadership and commitment, business continuity policy, and organizational roles, responsibilities, and authorities related to the BCMS
4. Ability to identify and adress risks and opportunities, establish business continuity objectives, and determine the need for changes in the BCMS (clause 6)	4. Knowledge of the approaches used in risks and opportunities assessment, tools used in establishing and determining business continuity objectives, and the needs for changes to the BCMS
5. Ability to identify the necessary resources and competence for the BCMS, validate the level of awareness, explain the internal and external communication, and discuss the documented information required by ISO 22301 (clause 7)	5. Knowledge of the required resources, competencies, awareness, and documented information for an effective BCMS
6. Ability to determine the effectiveness of the business continuity procedures and controls established to ensure the continuity of activities and the delivery of products and services (clause 8)	6. Knowledge of the requirements for operational planning and control, including business impact analysis and risk assessment, business continuity strategies and solutions, business continuity plans and procedures, exercising programs and the evaluation of business continuity documentation and capabilities
7. Ability to use monitoring, measurement, analysis, and evaluation to support the effectiveness of the BCMS (clause 9)	7. Knowledge of the methods and approaches used for evaluating the performance of the BCMS, including monitoring, measurement, analysis, and evaluation, internal audits, and management reviews
8. Ability to determine the steps when nonconformities occur and evaluate the actions taken to continually improve the suitability, adequacy, and effectiveness of the BCMS (clause 10)	8. Knowledge of the requirements for dealing with nonconformities and initiating corrective actions as well as the concept of continual improvement and its application to the BCMS

Based on the above-mentioned domains and their relevance, the exam contains 40 multiple-choice questions, as summarized in the table below:

				Level of understanding (Cognitive/Taxonomy) required		
		Number of questions/ points per competency domain	% of the exam devoted/points to/for each competency domain	Questions that measure comprehension, application, and analysis	Questions that measure evaluation	Sections related to each competency domain
Competency domains	Fundamental principles and concepts of a business continuity management system	10	25	X		Sections 2, 3
	ISO 22301 requirements for a business continuity management system (BCMS)	30	75		X	Sections 4, 5, 6, 7, 8, 9, 10
	Total	**40**	**100%**			
	Number of questions per level of understanding			**10**	**30**	
	% of the exam devoted to each level of understanding (cognitive/taxonomy)			**25%**	**75%**	

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 on both simple and complex concepts.

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 a multiple-choice, closed-book exam. No reference material (including training course materials, standards, notes, etc.) is allowed to be used during the exam.

A sample of exam questions will be provided below.

Sample Exam Questions

1. What does ISO 22301 provide?

A. Guidance to enhance organizational resilience
B. **Requirements for establishing and implementing a BCMS**
C. Guidelines for establishing and implementing a BCMS

2. According to ISO 22301, what should a business continuity plan include?

A. **Initial actions to be performed in the event of a disruption**
B. All actions to be taken for protecting an organization's activities
C. Actions to be performed for minimizing the likelihood of a disruption

3. What is the main objective of ISO 22301, clause 9 *Performance evaluation*?

A. To validate the effectiveness of business strategies through exercise programs
B. To ensure continual improvement of the BCMS
C. **To evaluate the effectiveness of the BCMS through monitoring**

4. How should the top management demonstrate leadership and commitment with respect to the BCMS?

A. By implementing all activities needed for the BCMS
B. By ensuring the availability of resources needed for the BCMS
C. By drafting the business continuity plan

5. An organization is implementing a BCMS based on ISO 22301. Which risk assessment methodology should the organization use?

A. **Any methodology that meets the minimum criteria of ISO 22301**
B. Only the risk assessment methodology provided by ISO 22301
C. Any methodology that is not developed in-house

SECTION III: CERTIFICATE PROGRAM REQUISITES, PROCESS, RULES, AND POLICIES

PECB ISO 22301 Foundation

First, candidates need to complete the PECB ISO 22301 Foundation training course, then, they need to take the exam and after successfully passing the exam, they will be able to apply for the "PECB Certificate Holder in ISO 22301 Foundation" certificate. This is an entry-level credential.There are no prerequisites on professional or management system project experience required. Thus, following the training course, passing the exam and applying for the certificate are the only certificate program requisites that certificate holders shall meet before obtaining the certificate.

Designation	**PECB Certificate Holder in ISO 22301 Foundation**
Training course	Complete the PECB ISO 22301 Foundation Training Course
Exam	Pass the PECB ISO 22301 Foundation exam
Professional experience	None
MS audit/assessment experience	None
Project experience	None
Other requirements	Signing the PECB Code of Ethics

For detailed and most up-to-date information, you are advised to refer to the online **Certification Process** by clicking here.

Applying for the Certificate

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

- Create your account
- Check your email for the confirmation link
- Log in and click on Apply for Certificate

The approval of the application occurs when the Certification Department validates that you fulfil all the certificate program 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.

Evaluation of Certificate Applications

The Certification Department will evaluate each application.

The approval of the application occurs when the Certification Department validates that you fulfil all the certificate program 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.

Denial of the Certificate

PECB can deny certificate program if candidates:

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

Invalidation of Certificate

PECB shall invalidate a certificate only if the person it was issued to is found to have not fulfilled the certificate program requisites.

If applicants have any concerns regarding the denial/invalidation of the certificate program, they may file an appeal by following the complaint and appeal process Complaint and Appeal Policy.

The application payment for the certificate program is nonrefundable. This is due to the application verification process, and the involvement of the relevant departments.

If candidates pass the exam, they can apply for the certificate within 12 months from the course ompletion date for instructor-led training, or within 12 months from the purchase date for self-study and eLearning formats. If the certificate program application 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: OTHER POLICIES

The applicable prices are as follows:

- Foundation Exam: $500
- Foundation Certificate: $200

Note: For ANAB accredited certificate programs, a training is mandatory before taking the exam.

Candidates who have completed the training course with one of PECB's partners, have paid a fee for the training course, which included the course, the costs of the exam (first attempt and first retake), and the application for certificate Program.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.

Refund Policy

PECB will refund your payment if the requirements of the Refund Policy are met. To read the Refund Policy, click here

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.

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