

Candidate Handbook

ISO 22301 LEAD IMPLEMENTER



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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 applicant 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 22301 Lead Implementer

ISO 22301, the world's first international standard for business continuity management, has been developed to help organizations minimize the risk of disruptive events. ISO 22301 specifies the requirements to plan, establish, implement, maintain, and continually improve a business continuity management system (BCMS). Moreover, ISO 22301 ensures responsiveness and helps organizations recover from disruptions.

The requirements specified in ISO 22301 are generic and intended to be applicable to all organizations (or parts thereof), regardless of type, size and nature of the organization. Their extent of application depends on the organization's operating environment and complexity. For business continuity professionals, being able to show proof of a predetermined set of knowledge and skills to their potential employers is essential. Companies now place a high degree of importance on hiring, contracting with, and promoting certified practitioners prepared to tackle present and future business continuity challenges.

The "ISO 22301 Lead Implementer" credential is a professional certification for individuals aiming to demonstrate the competence to implement a BCMS and lead an implementation team.

Being a business continuity professional is an increasingly in-demand profession. An internationally recognized certification can help you maximize your career potential and reach 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 22301 Lead Implementer 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 22301 Lead Implementer" exam is to ensure that the candidate has acquired the necessary expertise to support an organization in establishing, implementing, managing, and maintaining a BCMS based on ISO 22301.

The ISO 22301 Lead Implementer certification is intended for:

- Managers or consultants involved in and concerned with the implementation of a BCMS
- Project managers, consultants, or expert advisers seeking to master the implementation of a BCMS
- Individuals responsible for maintaining conformity to the BCMS requirements in an organization
- Members of a BCMS implementation team

The exam covers the following competency domain:

- **Domain 1:** Fundamental principles and concepts of a business continuity
- **Domain 2:** Business continuity management system (BCMS) requirements
- **Domain 3:** Planning of a BCMS implementation based on ISO 22301
- **Domain 4:** Implementation of a BCMS based on ISO 22301
- **Domain 5:** Monitoring and measurement of a BCMS based on ISO 22301
- **Domain 6:** Continual improvement of a BCMS based on ISO 22301
- **Domain 7:** Preparing for a BCMS certification audit

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

Main objective: Ensure that the candidate understands and is able to interpret business continuity principles and concepts

Competencies	Knowledge statements
1. Ability to understand and explain the main concepts of a BCMS	1. Knowledge of the business continuity laws, regulations, international and industry standards, contracts, market practices, internal policies, etc., an organization must comply with
2. Ability to understand a business continuity plan and business impact analysis	2. Knowledge of the main business continuity concepts and terminology as described in ISO 22301
3. Ability to identify business continuity risks and their impacts	3. Knowledge of the business continuity plan and the business continuity impact analysis
4. Ability to understand business continuity principles	4. Knowledge of the four business continuity principles
5. Ability to understand the top management’s responsibility regarding the BCMS	5. Knowledge of top management’s responsibility during a disruption
6. Ability to understand how organizations should react to major disruptions	6. Knowledge of the possibility of occurrence of major operational disruptions
7. Ability to understand the importance of effective communication in the event of disruptions	7. Knowledge of the impact of effective internal and external communication during disruptions
8. Ability to test the business continuity plan and the ability to recover critical operations	8. Knowledge on testing the business continuity plan by evaluating its effectiveness and regularly updating it

Domain 2: Business continuity management system requirements

Main objective: Ensure that the candidate understands and is able to interpret and identify the requirements for a BCMS based on ISO 22301

Competencies	Knowledge statements
<ol style="list-style-type: none">1. Ability to understand the ISO 22301 requirements and the structure of the standard2. Ability to understand the components of a BCMS based on ISO 22301 and its principal processes3. Ability to understand, interpret, and analyze the requirements of ISO 223014. Ability to understand, explain, and illustrate the main steps to establish, implement, operate, monitor, review, maintain, and improve an organization's BCMS5. Ability to analyze, evaluate, and validate action plans to implement a specific process	<ol style="list-style-type: none">1. Knowledge of the supporting standards of ISO 223012. Knowledge of the ISO 22301 requirements, clauses 4 to 103. Knowledge of the main steps for establishing BCMS policies, objectives, processes, and procedures relevant to managing risks and improving a business management system4. Knowledge of the concept of continual improvement and its application to a BCMS5. Knowledge of the "Plan-Do-Check-Act" (PDCA) cycle

Domain 3: Planning of a BCMS implementation based on ISO 22301

Main objective: Ensure that the candidate is able to plan the implementation of the BCMS based on ISO 22301

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to collect, analyze, and interpret the information required to plan a BCMS implementation 2. Ability to understand and set business continuity objectives 3. Ability to analyze and consider the internal and external context of an organization 4. Ability to define and justify a BCMS scope adapted to the organization’s specific business continuity objectives 5. Ability to understand the top management’s leadership and commitment with respect to the BCMS 6. Ability to develop and establish a BCMS policy 7. Ability to identify and interpret business continuity risks, opportunities, and objectives 8. Ability to identify, manage, estimate, and monitor the required resources for the BCMS implementation 9. Ability to determine and assess the competence and development needs 10. Ability to plan design, plan, provide, and evaluate the trainings to increase awareness regarding the BCMS 11. Ability to establish a BCMS communication plan 12. Ability to ensure the control of business continuity documented information 	<ol style="list-style-type: none"> 1. Knowledge of the principal approaches and methodology used to implement a BCMS 2. Knowledge of typical business continuity objectives and how to achieve specific results 3. Knowledge of what constitutes an organization’s internal and external context 4. Knowledge of the approaches used to understand the context of an organization 5. Knowledge of the characteristics of a BCMS scope in terms of organizational and physical boundaries 6. Knowledge of the top management’s role regarding the BCMS 7. Knowledge of the best practices and techniques used to draft and establish a business continuity policy 8. Knowledge of the risks, opportunities, business continuity objectives and planning changes 9. Knowledge of the resources required for a BCMS implementation 10. Knowledge of effective communication objectives, activities, and principles 11. Knowledge of the documented information required by ISO 22301 as being necessary for the effectiveness of the BCMS 12. Knowledge of the gap analysis to determine the current state, the desired state, and the difference between the two

Domain 4: Implementation of a BCMS based on ISO 22301

Main objective: Ensure that the candidate is able to implement the processes of a BCMS required for an ISO 22301 certification

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to plan and conduct a business impact analysis (BIA) 2. Ability to create and present the BIA report 3. Ability to plan, implement, and maintain a risk assessment process, including risk identification, analysis, and evaluation 4. Ability to analyze and select the business continuity strategy options and solutions 5. Ability to evaluate the business continuity capabilities of suppliers 6. Ability to define, design, and implement the business continuity plan and procedures 7. Ability to define and implement an incident management process based on business continuity best practices 8. Ability to draft and implement an emergency response management program 9. Ability to plan and develop a crisis management plan 10. Ability to define, create, schedule, conduct, and evaluate the exercises and tests 	<ol style="list-style-type: none"> 1. Knowledge of how to plan and conduct a BIA, including the presentation of the BIA report 2. Knowledge of process of risk assessment, including risk identification, risk analysis, and risk evaluation 3. Knowledge of business continuity strategies and solutions, including selecting the most appropriate strategy to ensure business continuity 4. Knowledge of business continuity plan development, business continuity plan format and structure, as well as types of business continuity plans and their activation 5. Knowledge of the incident response structure, detection of incidents, assessment and evaluation of incidents 6. Knowledge of documenting an incident 7. Knowledge of the emergency management process, emergency response plan, and elements to be included in an emergency response plan 8. Knowledge of how to develop a crisis management plan and other specifications related to it 9. Knowledge of defining exercise and test strategy 10. Knowledge of creating exercise and test plans and scenarios 11. Knowledge of scheduling, conducting, and evaluating an exercise and test activity

Domain 5: Monitoring and measurement of a BCMS based on ISO 22301

Main objective: Ensure that the candidate is able to evaluate, monitor, and measure the performance of a BCMS

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability to monitor and evaluate the effectiveness of a BCMS 2. Ability to verify to what extent the identified BCMS objectives have been met 3. Ability to set measurement objectives 4. Ability to decide what needs to be monitored and measured and establish performance indicators 5. Ability to plan and perform a BCMS internal audit program 6. Ability to document nonconformities and follow up on them 7. Ability to perform regular and methodical management reviews to ensure the suitability, adequacy, effectiveness, and efficiency of a BCMS 8. Ability to determine and follow up on the management review outputs 	<ol style="list-style-type: none"> 1. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of a BCMS 2. Knowledge of how to determine the measurement objectives, define what aspects of a BCMS need to be monitored and measured, and establish performance indicators 3. Knowledge of the importance of audit for organizations and the differences between internal and external audits 4. Knowledge of the main concepts and components related to the implementation and operation of a BCMS internal audit program 5. Knowledge of the difference between a major and a minor nonconformity 6. Knowledge of documenting nonconformities 7. Knowledge of the best practices used to prepare and perform management reviews 8. Knowledge of the activities of a management review follow-up

Domain 6: Continual improvement of a BCMS based on ISO 22301

Main objective: Ensure that the candidate is able to provide guidance on the continual improvement of a BCMS

Competencies	Knowledge statements
<ol style="list-style-type: none"> 1. Ability define a process to resolve problems and nonconformities 2. Ability to identify and analyze the root causes of nonconformities 3. Ability to determine the corrective and preventive actions to treat nonconformities 4. Ability to draft an action plan 5. Ability to advise an organization on how to continually improve the effectiveness and efficiency of a BCMS 6. Ability monitor change factors 7. Ability to gather inputs to continual improvement and maintain and update documented information 	<ol style="list-style-type: none"> 1. Knowledge of the importance of treating problems and nonconformities in the BCMS 2. Knowledge of the main processes, tools, and techniques used to identify the root causes of nonconformities 3. Knowledge of the treatment of nonconformities by applying corrective and preventive actions 4. Knowledge of the main processes, tools, and techniques used to develop action plans 5. Knowledge of the main concepts related to continual improvement 6. Knowledge of the processes related to the continual monitoring of change factors 7. Knowledge of the maintenance, improvement, and documentation of a BCMS 8. Knowledge of documenting the improvements

Domain 7: Preparing for a BCMS certification audit

Main objective: Ensure that the candidate is able to prepare an organization for certification against ISO 22301

Competencies	Knowledge statements
<ol style="list-style-type: none">1. Ability to understand the main steps, processes, and activities related to the ISO 22301 certification audit2. Ability to advise an organization to identify and select a certification body that meets their expectations3. Ability to determine whether an organization is ready and prepared for the ISO 22301 certification audit4. Ability to understand the processes of stage 1 and stage 2 audit, the audit follow-up, and surveillance audit5. Ability to understand the differences between certification recommendation and the certification decision	<ol style="list-style-type: none">1. Knowledge of the types of audit and their differences2. Knowledge of the differences between stage 1 and stage 2 audits3. Knowledge of the stage 1 audit requirements, steps, and activities4. Knowledge of the stage 2 audit requirements, steps, and activities5. Knowledge of the audit follow-up requirements, steps, and activities6. Knowledge of the surveillance audits and recertification audit requirements, steps, and activities



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	
		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 synthesis and evaluation
Competency domains	Fundamental principles and concepts of a business continuity management system (BCMS)	8	10	X	
	Business continuity management system (BCMS) requirements	7	8.75	X	
	Planning of a BCMS implementation based on ISO 22301	18	22.5	X	
	Implementation of a BCMS based on ISO 22301	18	22.5		X
	Monitoring and measurement of a BCMS based on ISO 22301	12	15		X
	Continual improvement of a BCMS based on ISO 22301	10	12.5		X
	Preparation for a BCMS certification audit	7	8.75	X	
Total		80	100%		
Number of questions per level of understanding				40	40
% 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 the “PECB Certified 22301 Lead Implementer” 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](#).

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 22301 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

Scenario:

Fireza is a marketing company headquartered in Turkey that specializes in branding, market research, and advertising. The company mainly works with small- and medium-sized enterprises in the retail and manufacturing sectors.

Recently, *Fireza* experienced a disruption that was caused accidentally by their maintenance workers. While cleaning the basement where their servers were located, the company's database system was damaged. Employees could not access *Fireza's* database system for two days. This happened because the IT team, which was immediately informed, contacted the contracted company responsible for the server's maintenance, but they were busy for the next 48 hours.

The employees stopped working and went home, while the top management of the company was informed about the disruption several hours later. Seeing that they lack a formalized process to respond to such events, the top management decided to implement a business continuity management system (BCMS) based on ISO 22301. In the early stages of implementation, the top management established a business continuity management (BCM) team, which conducted an analysis on the existing controls and decided on the objectives that they will use during the process.

Furthermore, the BCM team also established the business continuity policy, which provided a framework for reviewing the business continuity objectives. This policy was classified as confidential information and was communicated only to the top management and the persons involved in the BCMS implementation. Afterward, *Fireza's* BCM team decided to implement and maintain a systematic process for analyzing the business impact analysis (BIA). As the first phase of BIA's process, they evaluated the impacts and identified the business continuity objectives.

Based on the scenario above, answer the following questions:

- 1. *Fireza's* top management was not informed about the disruption for several hours. Is this acceptable?**
 - A. Yes, because the IT team took immediate actions by contacting the contracted company responsible for the server's maintenance
 - B. Yes, because there is no need to communicate disruptions to the top management in the early stages
 - C. **No, they should have been informed immediately**

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2. **During the disruption, Fireza's employees stopped working and went home. What does this show?**
 - A. Lack of a proper establishment of a BCMS scope
 - B. Lack of a BIA report
 - C. **Lack of a business continuity plan**

3. **The business continuity policy was communicated only to the top management and the persons involved in the BCMS implementation. Is this compliant with ISO 22301?**
 - A. Yes, only the top management and the persons involved in the BCMS implementation should have access to the business continuity policy, since it is classified as confidential documented information
 - B. **No, the business continuity policy should be communicated within the organization and be available to all interested parties**
 - C. No, the business continuity policy should be available only to the top management

4. **During the first phase of BIA, the BCM team evaluated the impacts and identified the business continuity objectives. Is this acceptable?**
 - A. No, BIA's first phase includes analysis of data by identifying elements that need to be clarified
 - B. **No, BIA's first phase includes planning, where all the necessary and available documents of the organization is collected**
 - C. Yes, data collection while evaluating impacts, identifying the key resources linked to critical processes, and identifying the business continuity objectives are part of BIA's first phase

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.*

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- 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.

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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 22301 Lead Implementer

The requirements for PECB ISO 22301 Implementer certifications are:

Credential	Exam	Professional experience	BCMS project experience	Other requirements
PECB Certified ISO 22301 Provisional Implementer	PECB Certified ISO 22301 Lead Implementer exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Implementer		Two years: One year of work experience in business continuity management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Lead Implementer		Five years: Two years of work experience in business continuity management	Project activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO 22301 Senior Lead Implementer		Ten years: Seven years of work experience in business continuity management	Project activities: a total of 1,000 hours	Signing the PECB Code of Ethics

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

1. Drafting the BCMS plan
2. Initiating the BCMS implementation
3. Implementing the BCMS
4. Managing, monitoring, and maintaining the BCMS
5. Identifying and acting upon continual improvement opportunities

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 BCMS 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.

BCMMS Project Experience

The candidate's BCMS 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.

PECB

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:

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

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