

# Candidate Handbook

ISO 31000 Foundation



## Table of Contents

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<b>SECTION I: INTRODUCTION .....</b>	<b>3</b>
About PECB .....	3
The Value of PECB Certificate Program .....	4
PECB Code of Ethics.....	5
<b>SECTION II: PECB CERTIFICATE PROGRAM PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES .....</b>	<b>7</b>
Decide Which Certificate Is Right for You.....	7
Schedule the Training Course .....	7
Prepare and Schedule the Exam .....	7
ISO 31000 Foundation Summative Assessment .....	7
Competency Domains .....	8
Taking the Exam.....	12
Receiving the Exam Results .....	14
Exam Retake Policy.....	14
Exam Security.....	14
Apply for the Certificate.....	15
<b>SECTION III: CERTIFICATE PROGRAM REQUISITES .....</b>	<b>16</b>
ISO 31000 Foundation .....	16
<b>SECTION IV: CERTIFICATE RULES AND POLICIES.....</b>	<b>17</b>
Evaluation of the Certificate Applications .....	17
Denial of the Certificate .....	17
Invalidation of the PECB Foundation Certificates .....	17
<b>SECTION V: PECB GENERAL POLICIES.....</b>	<b>18</b>

## SECTION I: INTRODUCTION

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### About PECB

PECB is a certificate issuer which provides certificate programs in accordance with ASTM E2659-18 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable certificate programs 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 for the certificate programs
2. Reviewing and verifying the qualifications of applicant to ensure they are eligible to apply for the certificate programs
3. Developing and maintaining reliable exams
4. Granting certificates to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certificates
5. Representing its members, where appropriate, in matters of common interest
6. Promoting the benefits of certificate programs to organizations, employers, public officials, practitioners in related fields, and the public

# PECB

## The Value of PECB Certificate Program

### Why Choose PECB as Your Certificate Issuer?

#### Global Recognition

Professionals who pursue a PECB certificate program 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 certificate programs are a demonstration of compliance with ASTM E2659. 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 31000 Foundation

The ISO 31000 standard provides guidelines on the process of identifying, assessing, treating, monitoring, reviewing, recording and reporting risk. It provides guidance for organizations aiming to develop, implement and continuously improve a process that will ensure effective risk management. Moreover, it recommends integrating the risk management process into the organization's strategy and planning, management, reporting processes, policies, values and culture and provides recommendations on how to apply risk management at all organization's levels, functions, projects and activities. The purpose of the ISO 31000 Foundation certificate program is to help participants acquire or enhance their competency to manage risks based on ISO 31000 guidelines.

The "ISO 31000 Foundation" certificate demonstrates that individuals have fundamental knowledge of ISO 31000 guidelines for risk management principles, risk management framework, and risk management process. The ISO 31000 Foundation certificate is intended for:

- Risk management professionals
- Individuals seeking to gain knowledge about the ISO 31000 guidelines for risk management principles, framework, and process
- Individuals responsible for the creation and protection of value in an organization
- Personnel tasked with managing the risks and opportunities in their area of responsibility
- Individuals interested to pursue a career as a risk manager

It is important to understand that PECB certificates 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.

This document specifies the PECB ISO 31000 Certificate Program in compliance with ASTM E2659. This candidate handbook contains information about the process by which candidates may earn 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](mailto:certification@pecb.com).

## SECTION II: PECB CERTIFICATE PROGRAM PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

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### Decide Which Certificate Is Right for You

To determine the right credential for you, verify the eligibility criteria for various certificates and your professional needs.

### Schedule the Training Course

The first step is to take the training course. Candidates can access the list of the PECB Training Courses [here](#).

### Prepare and Schedule the Exam

After completing the training course, candidates need to schedule the exam:

- Contact one of our resellers who provide certificate programs and exam sessions. To find a certificate programs provider in a particular region, candidates should go to [Active Resellers](#). The PECB training course schedule is also available on [Training Events](#).

### ISO 31000 Foundation Summative Assessment

The summative assessment of the “PECB ISO 31000 Foundation” certificate program is in the form of a written exam. The objective of the “PECB ISO 31000 Foundation” exam is to ensure that the candidate has acquired fundamental knowledge of the main concepts and processes related to the risk management principles, risk management framework, and risk management process as described in ISO 31000. The exam aims to measure the knowledge and understanding of the learner compared to the intended learning outcomes of the certificate program.

## Competency Domains

The exam covers the following competency domains:

- **Domain 1:** Fundamental principles and concepts of risk management
- **Domain 2:** Risk management framework and risk management process

The tables below provide the intended learning outcomes of the ISO 31000 Foundation certificate program in terms of competencies and knowledge.

<b>Domain 1: Fundamental principles and concepts of risk management</b>	
<b>Main objective:</b> Ensure that the candidate understands and is able to interpret and illustrate the ISO 31000 concepts, principles, and recommendations.	
<b>Competencies</b>	<b>Knowledge statements</b>
<ol style="list-style-type: none"> <li>1. Ability to explain what ISO does and the key principles in standard development</li> <li>2. Ability to distinguish between various ISO management system standards</li> <li>3. Ability to explain and illustrate the main concepts of risk management</li> <li>4. Ability to interpret the advantages of effective risk management in an organization</li> <li>5. Ability to understand the risk management principles</li> <li>6. Ability to identify significant aspects for an effective risk management</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the main standards related to risk management</li> <li>2. Knowledge of the main concepts and terminology described in ISO 31000 and the application of concept of risk in organizations</li> <li>3. Knowledge of the main advantages and benefits that organizations can gain by an effective implementation of a risk management process</li> <li>4. Knowledge of the ISO 31000 risk management principles and their application in organizations</li> <li>5. Knowledge of the main elements to be applied by an organization for a successful risk management process</li> </ol>



## Domain 2: Risk management framework and risk management process

**Main objective:** Ensure that the candidate can contribute in the establishment, design, implementation, maintenance, and continual improvement of a risk management framework that is based on ISO 31000 recommendations. Ensure that the candidate understands the risk management process, as described in ISO 31000.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to understand and interpret the recommendations for the risk management framework provided by ISO 31000</li> <li>2. Ability to understand the context of an organization when designing the risk management framework</li> <li>3. Ability to identify who is accountable for the development, implementation and maintenance of the risk management framework</li> <li>4. Ability to identify the necessary resources for the risk management framework implementation</li> <li>5. Ability to establish the external and internal context of the organization</li> <li>6. Ability to identify all relevant stakeholders in the risk management process</li> <li>7. Ability to understand the implementation, evaluating and improving the risk management framework</li> <li>8. Ability to understand, interpret, and apply the risk management process based on the recommendations of ISO 31000</li> <li>9. Ability to define the risk management process scope, boundaries, and risk criteria</li> <li>10. Ability to identify, analyze and evaluate risks</li> <li>11. Ability to understand the risk treatment options and integrate the risk treatment options into the organization's processes</li> <li>12. Ability to create a risk treatment plan</li> <li>13. Ability to understand the value of documented information and the recording of risk</li> <li>14. Ability to understand the monitoring and reviewing process of the risk management framework and process</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the ISO 31000 risk management framework and its recommendations</li> <li>2. Knowledge on how to understand an organization's external and internal context</li> <li>3. Knowledge on how to define organizational roles, authorities, responsibilities and accountabilities for an effective risk management and knowledge of the ISO 31000 recommendations</li> <li>4. Knowledge on the allocation of appropriate resources needed for risk management framework</li> <li>5. Knowledge of the approaches used to establish the organization's internal and external context</li> <li>6. Knowledge on the identification and analysis of stakeholders, and their involvement in the risk management process</li> <li>7. Knowledge of the implementation, evaluating and improving the risk management framework</li> <li>8. Knowledge of the risk management process activities, including communication and consultation, scope, context and criteria, risk assessment, risk treatment, monitoring and review, and recording and reporting</li> <li>9. Knowledge of the ISO 31000 recommendations on how to define the scope, context, and risk criteria</li> <li>10. Knowledge on how to identify the assets, risk sources, risk events, the existing measures to mitigate risk, risk likelihood and the consequences that might happen if the risk occurs.</li> <li>11. Knowledge on the risk treatment options recommended by ISO 31000 and how to integrate risk treatment options in the</li> </ol>

<p>15. Ability to describe the aim of the communication and consultation process</p>	<p>organization's practices and processes in a way that is relevant, effective and efficient</p> <p>12. Knowledge on the risk treatment plan acceptance, and residual risk acceptance</p> <p>13. Knowledge on the value of documented information and the recording of risk</p> <p>14. Knowledge on the basis of monitoring and reviewing process for an effective risk management framework and process</p> <p>15. Knowledge on the aim of the communication and consultation process</p>
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Based on the abovementioned domains and their relevance, 40 questions are included in the multiple-choice exam, as summarized in the table below:

				Level of understanding (Cognitive/Taxonomy) required		Sections related to each competency domain
				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 risk management	15	37.5	X		Sections 2, 3, and 4
	Risk management framework and risk management process	25	62.5		X	Sections 5, 6, 7, 8, 9, and 10
Total		<b>40</b>	<b>100%</b>			
Number of questions per level of understanding				<b>15</b>	<b>25</b>	
% of the exam devoted to each level of understanding (cognitive/taxonomy)				<b>37.5%</b>	<b>62.5%</b>	

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

## 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.

The exam duration is one hour. If requested on the day of the exam (paper-based exams), 10 additional minutes can be provided to candidates taking the Foundation exam in a non-native language.

### 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 learner's understanding on many subjects, including both simple and complex concepts. You will find a sample of exam questions provided below.

Since the PECB ISO 31000 Foundation exam is "closed book", candidates are not authorized to use reference materials.

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](mailto:examination@pecb.com).

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

## Sample Exam Questions

1. **What is the purpose of risk management?**
  - A. The creation of risk-based organizational processes
  - B. The creation and protection of value**
  - C. The creation of a robust system for the identification of risks
  
2. **According to ISO 31000, what does framework development encompass?**
  - A. Improving risk management at the strategic level of the organization
  - B. Articulating the commitment toward risk management as expressed by the governing body of the organization
  - C. Integrating, designing, implementing, evaluating and improving risk management**
  
3. **At which levels can the risk management process be applied?**
  - A. Strategic and project level
  - B. Operational and programme level
  - C. Strategic, operational, programme, project, or other activities**
  
4. **Which of the following is a risk treatment option?**
  - A. Addressing the risk source
  - B. Documenting the risk source
  - C. Removing the risk source**

## Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*.

- 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 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.

## 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 1<sup>st</sup> attempt, they must wait 15 days from the initial date of the exam for the next attempt (1<sup>st</sup> 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 2<sup>nd</sup> attempt, they must wait three months after the initial date of the exam for the next attempt (2<sup>nd</sup> retake). Retake fees apply.  
**Note:** For candidates that fail the exam in the 2<sup>nd</sup> 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 3<sup>rd</sup> attempt, they must wait six months after the initial date of the exam for the next attempt (3<sup>rd</sup> retake). Retake fees apply.
- After the 4<sup>th</sup> 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 the certificate program is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certificate 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 invalidating any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

# PECB

## Reschedule the Exam

For any changes with regard to the exam date, time, location, or other details, please contact [examination@pecb.com](mailto:examination@pecb.com).

## Apply for the Certificate

All candidates who successfully pass the ISO 31000 Foundation exam are entitled to apply for the PECB Certificate Holder in ISO 31000 Foundation certificate. Candidates are required to fill out the online certificate application form (that can be accessed via their PECB online profile). 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](mailto:certification@pecb.com).

The online certificate 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 the certificate

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

The application is approved as soon as the Certification Department validates that the candidate fulfills all the certificate 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 certificate from their PECB Account.

PECB provides support in both English and French.

## Closing a Case

If candidates do not apply for the certificate within three years, their case will be closed. Even though the certificate 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: CERTIFICATE PROGRAM REQUISITES

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### ISO 31000 Foundation

First, a candidate needs to complete the PECB ISO 31000 Foundation training course. Then, they need to take the exam and after successfully passing the exam, candidates will be able to apply for the “PECB Certificate Holder in ISO 31000 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	Training course	Exam	Professional experience	MS project experience	Other requirements
<b>PECB Certificate Holder in ISO 31000 Foundation</b>	Complete the PECB ISO 31000 Foundation Training Course	Pass the PECB ISO 31000 Foundation exam	None	None	Signing the PECB Code of Ethics



## SECTION IV: CERTIFICATE RULES AND POLICIES

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### Evaluation of the Certificate Applications

The Certification Department will evaluate each application to validate the candidate's eligibility for the certificate. 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 rejecting the application.

### Denial of the Certificate

PECB can deny the certificate 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 certificate is non-refundable.

### Invalidation of the PECB Foundation Certificates

PECB Foundation certificates are invalidated only if the person it was issued to is found to have not fulfilled the certificate program requisites in the first place. Examples of circumstances that might lead to the certificate issuer's invalidation of a certificate include:

- a learner's falsification or misrepresentation of identity or information to the certificate issuer or
- participation in activities that provided an unfair advantage in meeting the certificate program's requirements

## SECTION V: PECB GENERAL POLICIES

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### **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](#).

### **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 certificate 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](mailto:examination@pecb.com)  
Certification: [certification@pecb.com](mailto:certification@pecb.com)  
Customer Service: [customer@pecb.com](mailto:customer@pecb.com)

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