

# Candidate Handbook

ISO 31000 RISK MANAGER



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## SECTION I: INTRODUCTION

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### About PECB

PECB is a certification body which provides education<sup>1</sup> 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

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<sup>1</sup> 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 31000 Risk Manager

Organizations of all types and sizes nowadays face internal and external risks that affect the achievement of their objectives and targets. The International Organization for Standardization (ISO), has developed, as a response to organizations' needs to manage risks, ISO 31000, which provides risk management.

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 implementation of a risk management process in accordance with ISO 31000 will increase the opportunity to achieve organizational objectives, encourage proactive risk management within an organization, improve the identification of opportunities and threats, and improve governance and controls. Considering that organizations engage in activities that involve some internal or external risks, today's employers are not just seeking professionals in risk management, but they require proof from professionals of the skills and knowledge that they have. Today, organizations give critical importance on the process of hiring, contracting with, and promoting certified practitioners that are prepared to tackle current and future challenges in the business world.

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 31000 Risk Manager certification scheme in compliance with ISO/IEC 17024:2012. This candidate handbook also contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If you have questions after reading it, please contact the PECB international office at [certification@pecb.com](mailto:certification@pecb.com).

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

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### 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 Certified ISO 31000 Risk Manager" exam is to ensure that the candidate has the necessary competence to support an organization in establishing a risk management framework and applying the risk management process according to the guidelines of ISO 31000.

The ISO 31000 Risk Manager certification is intended for:

- Managers or consultants responsible for the effective management of risk in an organization
- Individuals seeking to gain knowledge about the risk management principles, framework, and process according to the guidelines of ISO 31000
- Individuals responsible for the creation and protection of value in their organizations
- Individuals interested in pursuing a career in risk management

The content of the exam is divided as follows:

- **Domain 1:** Fundamental concepts and principles of risk management
- **Domain 2:** Establishing the risk management framework
- **Domain 3:** Application of the risk management process

## Domain 1: Fundamental principles and concepts of risk management

**Main objective:** Ensure that the candidate understands and is able to interpret and illustrate the ISO 31000 concepts, principles, and recommendations.

Competencies	Knowledge statements
<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> <li>7. Ability to understand and distinguish the different types of risk</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> <li>6. Knowledge of risk types than an organization might face</li> </ol>



## Domain 2: Establishing the risk management framework

**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.

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 understand the establishment of a risk management policy</li> <li>4. Ability to identify who is accountable for the development, implementation and maintenance of the risk management framework</li> <li>5. Ability to identify the necessary resources for the risk management implementation</li> <li>6. Ability to establish the external and internal context of the organization</li> <li>7. Ability to identify all relevant stakeholders in the risk management process</li> <li>8. Ability to understand the importance of risk communication and consultation</li> <li>9. Ability to understand the implementation, evaluating and improving the risk management framework</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 of the ways that can be used to articulate commitment to risk management</li> <li>4. Knowledge on how to define organizational roles, authorities, responsibilities and accountabilities for an effective risk management and knowledge of the ISO 31000 recommendations on accountability and risk owners</li> <li>5. Knowledge on the allocation of appropriate resources needed for risk management implementation</li> <li>6. Knowledge of the approaches used to establish the organization's internal and external context for the risk management process</li> <li>7. Knowledge on the identification and analysis of stakeholders, and their involvement in the risk management process</li> <li>8. Knowledge of communication and consultation process at different levels</li> <li>9. Knowledge of the principles of an efficient risk communication</li> <li>10. Knowledge of the main objectives of the risk communication</li> <li>11. Knowledge of the implementation, evaluating and improving the risk management framework</li> </ol>

## Domain 3: Application of the risk management process

**Main objective:** Ensure that the candidate understands the risk management process, as described in ISO 31000, and is able to integrate it into the structure, operations, and processes of an organization.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to understand, interpret, and apply the risk management process based on the recommendations of ISO 31000</li> <li>2. Ability to define the risk management process scope and boundaries</li> <li>3. Ability to define the risk criteria</li> <li>4. Ability to integrate the risk management process into the organization's processes</li> <li>5. Ability to identify, analyze and evaluate risks</li> <li>6. Ability to prioritize risks</li> <li>7. Ability to understand the risk treatment options and integrate the risk treatment options into the organization's processes</li> <li>8. Ability to create a risk treatment plan</li> <li>9. Ability to understand the value of documented information and the recording of risk</li> <li>10. Ability to understand the role of risk registers</li> <li>11. Ability to understand the monitoring and reviewing process of the risk management framework and process</li> <li>12. Ability to understand the key performance indicators (KPIs) and the key risk indicators (KRIs)</li> <li>13. Ability to understand the aim of the communication and consultation process</li> <li>14. Ability to understand the different communication tools, risk communication types</li> <li>15. Ability to understand the consultation process and methods</li> </ol>	<ol style="list-style-type: none"> <li>1. 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>2. Knowledge of the ISO 31000 recommendations on how to define the scope and boundaries related to the risk management process</li> <li>3. Knowledge of the constraints affecting the scope</li> <li>4. Knowledge on the risk criteria to evaluate the significance of risk and to support decision-making processes</li> <li>5. Knowledge on how to integrate risk management in the organization's practices and processes in a way that is relevant, effective and efficient</li> <li>6. 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>7. Knowledge of techniques for prioritizing risk based on magnitude of risk</li> <li>8. Knowledge on the risk treatment options recommended by ISO 31000 and how to integrate risk treatment options in the organization's practices and processes in a way that is relevant, effective and efficient</li> <li>9. Knowledge on the risk treatment plan acceptance, and residual risk acceptance</li> <li>10. Knowledge on the value of documented information and the recording of risk</li> <li>11. Knowledge on the role of risk registers</li> <li>12. Knowledge on the basis of monitoring and reviewing process for an effective risk management framework and process</li> </ol>

	<ul style="list-style-type: none"><li>13. Knowledge on the key performance indicators (KPIs) and key risk indicators (KRIs)</li><li>14. Knowledge on the aim of the communication and consultation process</li><li>15. Knowledge on the different communication tools, risk communication types</li><li>16. Knowledge on the consultation process and methods</li></ul>
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Based on the abovementioned domains and their relevance, 60 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 risk management	15	25	X	
	Establishing the risk management framework	20	33.3		X
	Application of the risk management process	25	41.67		X
Total		<b>60</b>	<b>100%</b>		
Number of questions per level of understanding				<b>15</b>	<b>45</b>
% of the exam devoted to each level of understanding (cognitive/taxonomy)				<b>25</b>	<b>75</b>

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

After successfully passing the exam, candidates will be able to apply for the “PECB Certified ISO 31000 Risk Manager” credential depending on their level of experience.

## Taking the Exam

### General Information on the Exam

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

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

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, as follows:

- 10 additional minutes for Foundation exams
- 20 additional minutes for Manager exams
- 30 additional minutes for Lead exams

### PECB Exam Format and Type

1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Reseller has organized the training course.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more detailed information about the online format, please refer to the [PECB Online Exam Guide](#).

**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 31000 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

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).

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

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

## Sample Exam Questions

- 1. 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*; 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.

# PECB

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 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](mailto: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](mailto:certification@pecb.com).

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

- [Register](#) your account

# PECB

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

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

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

PECB provides support in both English and French.

## **Renew your Certification**

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

## **Closing a Case**

If candidates do not apply for certification within three years, their case will be closed. Even though the certification period expires, candidates have the right to reopen their case. However, PECB will no longer be responsible for any changes regarding the conditions, standards, policies, and candidate handbook that were applicable before the case was closed. A candidate requesting their case to reopen must do so in writing and pay the required fee.



## SECTION III: CERTIFICATION REQUIREMENTS

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### ISO 31000 Risk Manager

The requirements for PECB ISO 31000 Risk Manager certifications are:

Credential	Exam	Professional experience	Risk management experience	Other requirements
<b>PECB Certified ISO 31000 Provisional Risk Manager</b>	PECB Certified ISO 31000 Risk Manager exam or equivalent	None	None	Signing the PECB Code of Ethics
<b>PECB Certified ISO 31000 Risk Manager</b>	PECB Certified ISO 31000 Risk Manager exam or equivalent	Two years: One year of work experience in risk management	Risk management activities: a total of 200 hours	Signing the PECB Code of Ethics

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

1. Defining risk management approaches, controls, and measures
2. Designing and establishing a risk management framework
3. Identifying and assessing risks
4. Defining the likelihood and consequences of risk scenarios
5. Evaluating the acceptability of risk levels
6. Applying risk treatment options
7. Performing reviews of risk management activities

## SECTION IV: CERTIFICATION RULES AND POLICIES

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### 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 experience in risk management, 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.

### Risk Management Experience

The candidate's risk management log will be checked to ensure that the candidate has the required number of risk management 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

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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](#).

### 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.

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