



# PECB

BEYOND RECOGNITION

## ISO 37001:2025 FOUNDATION

### Candidate Handbook

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## SECTION I: INTRODUCTION

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### About PECB<sup>1</sup>

PECB is a leading certification body dedicated to fostering digital trust through comprehensive education, certification, and certificate programs across various disciplines. We empower professionals to develop and demonstrate their competence in digital security and other areas of expertise by providing world-class certification programs that adhere to internationally recognized standards.

#### Slogan:

Beyond Recognition

#### Vision:

As the global leader in digital trust education and certification, our vision is to empower and inspire professionals by enhancing their skills and fostering their professional success.

#### Mission:

Our mission is to empower professionals with the knowledge and skills to protect their digital assets and ensure business continuity. Through our comprehensive training programs, we aim to foster a secure digital ecosystem where innovation thrives and risks are managed effectively.

#### Values

Growth, Change, Harmony, Simplicity, Reliability and Quality

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#### <sup>1</sup> Notes:

- The legal name of PECB is "PECB Group Inc."
- PECB is an acronym that stands for "Professional Evaluation and Certification Board."
- Education (used in the first sentence of this page) refers to training courses developed by PECB, and offered globally through its network of partners.
- Certification refers to certification services provided according to ISO/IEC 17024.
- Certificate Program refers to certificate program services provided according to ANSI/ASTM E2659.
- The term "certified" shall only be used for personnel certifications, based on ISO/IEC 17024 requirements. The term "certificate holder" shall only be used for certificate programs, based on ANSI/ASTM E2659 requirements. Certificate holders are not certified, licensed, accredited, or registered to engage in a specific occupation or profession.

## The Value of PECB Certification/Certificate Program

### Accreditation

PECB credentials are internationally recognized and endorsed by many accreditation bodies, so professionals who pursue them will benefit from our recognition in domestic and international markets.

Our certifications are distinguished by prestigious global accreditations, affirming both their value and your expertise. PECB certifications are validated by top-tier bodies including the International Accreditation Service (IAS-PCB-111), the United Kingdom Accreditation Service (UKAS-No. 21923), the Korean Accreditation Board (KAB-PC-08), and Comité français d'accréditation (COFRAC N° 4-0637) under ISO/IEC 17024 – General requirements for bodies operating certification of persons. Additionally, our certificate programs are validated by the accreditation from the ANSI National Accreditation Board (ANAB-Accreditation ID 1003) under ANSI/ASTM E2659-18, Standard Practice for Certificate Programs.

PECB is also an esteemed associate member of The Independent Association of Accredited Registrars (IAAR), and a full member of the International Personnel Certification Association (IPC), a signatory member of IPC MLA, and a member of Club EBIOS, CPD Certification Service, and CLUSIF. Furthermore, we hold an approved status as an Approved Publishing Partner (APP) by the Cybersecurity Maturity Model Certification Accreditation Body (CMMC-AB) for the Cybersecurity Maturity Model Certification standard (CMMC), and are authorized by Club EBIOS to offer the EBIOS Risk Manager Skills certification and by CNIL (Commission Nationale de l'Informatique et des Libertés) to offer the DPO's skills and knowledge certification. For more detailed information, click [here](#).

### High-quality products and services

We are proud to provide our clients with high-quality products and services that match their needs and demands. All of our products are carefully prepared by a team of experts and professionals based on the best practices and methodologies.

### Compliance with standards

Our certifications and certificate programs are a demonstration of compliance with ISO/IEC 17024 and ASTM E2659. They ensure that the standard requirements have been fulfilled and validated with adequate consistency, professionalism, and impartiality.

### Customer-oriented service

We are a customer-oriented company and treat all our clients with value, importance, professionalism, and honesty. Our Customer Support team is available 24 hours a day, 7 days a week to address questions, requests and needs.

## **PECB Code of Ethics**

The Code of Ethics are the values and ethics that PECB is committed to follow, and defines the responsibilities of PECB professionals including employees, trainers, examiners, invigilators, members of different committees, partners, distributors, certified individuals and certificate holders.

To read the complete version of PECB's Code of Ethics, go to [Code of Ethics | PECB](#)..

## Introduction to the ISO 37001:2025 Foundation Certificate Program

ISO 37001:2025 specifies the requirements for establishing, implementing, maintaining, and continually improving an anti-bribery management system (ABMS).

### Purpose and scope

This training course is designed to help the participants understand the principles of anti-bribery management and the requirements for an anti-bribery management system based on ISO 37001:2025. Furthermore, the “ISO 37001:2025 Foundation” certificate aims to demonstrate that individuals obtaining this certificate are acquainted with ISO 37001:2025 requirements for implementing and managing an ABMS.

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

1. Describe the anti-bribery management concepts and principles
2. Explain the main ISO 37001:2025 requirements for an anti-bribery management system
3. Identify potential actions and approaches that organizations can use to achieve conformity to ISO 37001:2025

The ISO 37001:2025 Foundation certificate is intended for:

- Managers and consultants wishing to get acquainted with the basic concepts and principles of anti-bribery management
- Managers responsible for practicing due diligence with regard to bribery risks
- Individuals wishing to contribute in maintaining the organizational integrity by supporting ethical behavior
- Managers and members of governance, risk management, and compliance teams
- Individuals aspiring to become anti-bribery consultants

This document specifies the PECB ISO 37001:2025 Foundation Certificate Program in compliance with ASTM E2659. It contains information about the process by which candidates may earn their credentials. As such, it is very important to carefully read all the information included in this document before completing and submitting your application. If you have questions or need further information after reading it, please contact [certification.team@pecb.com](mailto:certification.team@pecb.com).

## SECTION II: TRAINING COURSE AND EXAMINATION RULES AND POLICIES

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### ISO 37001:2025 Foundation training course

All candidates are required to complete the PECB ISO 37001:2025 Foundation training course. This training course has been designed and developed in accordance with generally accepted practices for instructional design and adult learning.

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

- Classroom
- Live Online
- eLearning<sup>2</sup>
- Self-study

To learn more about PECB's delivery formats, please go to [Training Course Delivery Formats](#).

The Classroom and Live Online formats are delivered through our partners. To find an authorized partner in your region, please go to [Active Partners](#). To see the training events organized by our partners, please go to [Training Events](#).

### ISO 37001:2025 Foundation summative assessment

The summative assessment of the "PECB ISO 37001:2025 Foundation" certificate program is in the form of a written exam. The objective of the "PECB ISO 37001:2025 Foundation" exam is to ensure that the candidate has acquired fundamental knowledge of the main concepts and processes related to the anti-bribery management. The exam aims to measure the knowledge and understanding of the learner compared to the intended learning outcomes of the certificate program.

To learn more about exams, competency domains, and knowledge statements, please refer to [Competency domains](#).

### Scheduling the exam

After completing the training course, the candidate must schedule the exam in one of the following ways:

1. **Online:** Through the [PECB Exams application](#). To schedule a remote exam, please go to the following link: [Exam Events](#).
2. **Paper-based:** By contacting the PECB authorized partner that provided the training course. The partner arranges the date, time, and the location where the candidate is going to attend the exam.

### Rescheduling the exam

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

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<sup>2</sup> The availability of this format may be limited.

## Application fees for examination and certificate program process

The applicable prices for this certificate program are as follows:

- Foundation Exam: \$500<sup>3</sup>

The application fee for the certificate is \$200.

For the candidates that have completed the training course via one of PECB's partners, the application fee covers the costs of the exam (first attempt and first retake) and the application for the certificate.

## Competency domains

The exam covers the following competency domains:

- **Domain 1:** Fundamental principles and concepts of an anti-bribery management system (ABMS)
- **Domain 2:** ISO 37001:2025 requirements for an ABMS

The tables below provide the intended learning outcomes of the ISO 37001:2025 Foundation certificate program in terms of competence and knowledge.

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<sup>3</sup> All prices listed in this document are in US dollars.



## Domain 1: Fundamental principles and concepts of an anti-bribery management system (ABMS)

**Main objective:** Ensure that the candidate understands and is able to interpret ISO 37001 principles and concepts related to anti-bribery management.

Competencies	Knowledge statements
<ol style="list-style-type: none"> <li>1. Ability to define and illustrate the purpose and scope of anti-bribery management system (ABMS)</li> <li>2. Ability to identify the related standards and regulatory frameworks of anti-bribery management</li> <li>3. Ability to illustrate the connection between ISO 37001:2025 and Sustainable Development Goals (SDGs)</li> <li>4. Ability to recognize the benefits of implementing an ABMS based on ISO 37001:2025</li> <li>5. Ability to distinguish the main concepts of anti-bribery management</li> <li>6. Ability to recognize the core principles of anti-bribery management</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of the purpose and scope of an ABMS</li> <li>2. Knowledge of the anti-bribery laws, regulations, international and industry standards, contracts, market practices, and internal policies that an organization must comply with</li> <li>3. Knowledge of the relationship between ISO 37001:2025 and SDGs</li> <li>4. Knowledge of the advantages of having an ABMS in place</li> <li>5. Knowledge of the main concepts and terminology of ISO 37001:2025 (e.g., bribery, risk, conflict of interest, etc.)</li> <li>6. Knowledge of the core principles of anti-bribery management (proportionate procedures, risk assessment, communication, top-level commitment, due diligence, and monitoring and review)</li> </ol>

## Domain 2: ISO 37001:2025 requirements for an ABMS

**Main objective:** Ensure that the candidate is able to interpret the requirements of ISO 37001:2025 for an anti-bribery management system.

Competencies	Knowledge statements
1. Ability to explain the internal and external issues that affect the organization's ABMS	1. Knowledge of the organization's internal and external issues that affect ABMS
2. Ability to identify the main processes and activities of the organization	2. Knowledge of the main processes and activities of the organization
3. Ability to identify the needs and expectations of interested parties related to the ABMS	3. Knowledge of the needs and expectations of interested parties related to the ABMS
4. Ability to determine climate change factors that are relevant to the ABMS	4. Knowledge of climate change factors relevant to the ABMS
5. Ability to establish the ABMS scope	5. Knowledge of the factors to consider when establishing the ABMS scope
6. Ability to undertake bribery risk assessment	6. Knowledge of the criteria for evaluating bribery risks
7. Ability to interpret and analyze the requirements of ISO 37001:2025 regarding leadership and commitment of top management with respect to the ABMS	7. Knowledge of the activities that top management must take to demonstrate leadership and commitment with respect to the ABMS
8. Ability to establish an anti-bribery policy	8. Knowledge of the process of establishing an anti-bribery policy
9. Ability to explain the role of an anti-bribery function within the ABMS	9. Knowledge of the role of anti-bribery function with regard to the ABMS
10. Ability to establish anti-bribery objectives at relevant functions and levels within the organization	10. Knowledge of tools and methods used to establish anti-bribery objectives at relevant functions and levels within the organization
11. Ability to determine the need for changes to the ABMS	11. Knowledge of the ways on how to conduct changes to the ABMS
12. Ability to interpret and analyze the requirements of ISO 37001:2025 for the support needed for an ABMS, including resources, competence, awareness, communication, and documented information	12. Knowledge of the resources needed for the ABMS
13. Ability to determine the need for internal and external communications relevant to the ABMS	13. Knowledge of the necessary competence of individuals affecting anti-bribery performance of an organization
14. Ability to determine the extent of documented information for an ABMS that must be retained by the organization	14. Knowledge of awareness and training programs conducted by the organization related to the ABMS
15. Ability to explain the operational controls needed to meet the ABMS requirements	15. Knowledge of internal and external communications relevant to ABMS
16. Ability to undertake due diligence for cases with more than low bribery risk	16. <b>Knowledge of the extent of documented information necessary for an ABMS</b>
17. Ability to manage bribery risks by implementing financial and non-financial controls	17. <b>Knowledge of the operational controls related to ABMS</b>
	18. <b>Knowledge of the due diligence process</b>

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- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>18. Ability to identify business associates that need implementation of anti-bribery controls</li> <li>19. Ability to identify and explain procedures for raising concerns related to anti-bribery</li> <li>20. Ability to identify and explain procedures for investigating and dealing with bribery cases</li> <li>21. Ability to monitor, review, maintain, and improve an organization's <b>ABMS</b></li> <li>22. Ability to continually improve the ABMS</li> <li>23. Ability to develop action plans</li> </ul> | <ul style="list-style-type: none"> <li>19. Knowledge of financial and non-financial controls that manage bribery risks</li> <li>20. Knowledge of business associates' commitment with regard to anti-bribery</li> <li>21. Knowledge of the procedures for raising concerns related to anti-bribery</li> <li>22. Knowledge of the procedures for investigating and dealing with bribery cases</li> <li>23. Knowledge of the process of monitoring, measuring, analyzing, and evaluating the ABMS</li> <li>24. Knowledge of the characteristics of an ABMS internal audit and internal audit program</li> <li>25. Knowledge of the types of nonconformities</li> <li>26. Knowledge of the inputs and outputs of management reviews</li> <li>27. Knowledge of the process of ABMS continual improvement, including changes factors to be monitored</li> <li>28. Knowledge of the characteristics of action plans</li> </ul> |
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Based on the above-mentioned domains and their relevance, the exam contains 40 multiple-choice questions, as summarized in the table below:

				Level of understanding (Cognitive/Taxonomy) required		
		Number of questions/ points per competency domain	% of the exam devoted/points to/for each competency domain	Questions that measure comprehension, application, and analysis	Questions that measure evaluation	Sections related to each competency domain
Competency domains	<b>Fundamental principles and concepts of an anti-bribery management system (ABMS)</b>	10	25	X		Sections 2 and 3
	<b>ISO 37001:2025 requirements for an ABMS</b>	30	75		X	Sections 3, 4, 5, 6, 7, 8, 9, and 10
	Total	<b>40</b>	<b>100%</b>			
	Number of questions per level of understanding			<b>10</b>	<b>30</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%**.

## Taking the Exam

### General information about 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) Online Exam:** Exams are provided electronically via the PECB Exams application. The use of secondary electronic devices, such as tablets and phones, are not allowed during the exam. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

#### PECB Exam Types:

- a. Multiple-choice, closed-book, where the candidates are not allowed to use any reference materials. Usually, Foundation and Transition exams are of this type.
- b. Essay-type, open-book, where candidates are allowed to use the following reference materials:
  - A hard copy of main standard
  - Training course materials (accessed through the PECB Exams app and/or printed)
  - Any personal notes taken during the training course (accessed through the PECB Exams app and/or printed)
  - A hard copy dictionary
- c. Multiple-choice, open-book, where candidates are allowed to use the following reference materials:
  - A hard copy of main standard
  - Training course materials (accessed through the PECB Exams app and/or printed)
  - Any personal notes taken during the training course (accessed through the PECB Exams app and/or printed)
  - A hard copy dictionary

**2) Paper Based:** Exams are also available in a paper format. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Partner has organized the training course.

#### PECB Exam Types:

- a. Multiple-choice, closed-book, where the candidates are not allowed to use any reference materials. Usually, Foundation and Transition exams are of this type.
- b. Essay-type, open-book, where candidates are allowed to use the following reference materials:

- A hard copy of main standard
  - Training course materials (printed)
  - Any personal notes taken during the training course (printed)
  - A hard copy dictionary
- c. Multiple-choice, open-book, where candidates are allowed to use the following reference materials:
- A hard copy of main standard
  - Training course materials (printed)
  - Any personal notes taken during the training course (printed)
  - A hard copy dictionary

For specific information about exam types, languages available, and other details, please contact [support@pecb.com](mailto:support@pecb.com) or go to the [List of PECB Exams](#).

**This exam comprises multiple-choice questions:** The multiple-choice exam can be used to evaluate candidates' understanding on both simple and complex concepts. Each multiple-choice question has three options, of which one is the correct response option (keyed response) and two incorrect response options (distractors).

Since the PECB ISO 37001:2025 Foundation exam is “closed book,” candidates are not authorized to use reference materials.

A sample of exam questions will be provided below.

## Sample exam questions

1. **What does ISO 26000 provide?**
  - A. Requirements and guidelines for establishing, evaluating, and improving a compliance management system (CMS)
  - B. **Guidance on integrating, implementing, and promoting socially responsible behavior in an organization**
  - C. Guidelines on managing risks faced by organizations
2. **Which principle of anti-bribery management is an organization adhering to by conducting assessments of third parties, transactions, and activities?**
  - A. **Due diligence**
  - B. Communication
  - C. Top-level commitment
3. **Which of the following is considered an external interested party of the organization regarding ABMS?**
  - A. Support functions (e.g., HR, IT)
  - B. Information owners
  - C. **Business associates and contractors**
4. **What is the main purpose of an anti-bribery policy?**
  - A. To serve as a legal contract outlining penalties for bribery
  - B. **To express the organization's stance and direction on anti-bribery matters**
  - C. To replace all other operational and compliance policies
5. **The objective "Reduce bribery incidents by 20%" is clear and measurable but does not specify when it should be achieved. Which SMART criterion is missing?**
  - A. **Time-bound**
  - B. Achievable
  - C. Relevant

## Exam Results

Exam results will be communicated via email.

- The time span for the communication starts from the exam date and lasts three to eight weeks for essay type exams and two to four weeks for multiple-choice paper-based exams.
- For online multiple-choice exams, candidates receive their results instantly.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective 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.

If candidates do not agree with the results, they have 30 days from the date of receiving the results to file a complaint through the [PECB Ticketing System](#). Complaints received after 30 days will not be processed.

## Exam Retake Policy

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the time span between exam retakes.

If a candidate does not pass the exam on the 1st attempt, they must wait 15 days after the initial date of the exam for the next attempt (1st retake).

**Note:** Candidates who have completed the training course with one of our partners, and failed the first exam attempt, are eligible to retake for free the exam within a 12-month period from the course completion date (the fee paid for the training course, includes a first exam attempt and one retake). Otherwise, retake fees apply.

For candidates that fail the exam retake, PECB recommends they attend a training course in order to be better prepared for the exam.

To arrange exam retakes, based on exam format, candidates that have completed a training course, must follow the steps below:

1. **Online Exam:** Schedule directly through MyPECB Dashboard.
2. **Paper-Based Exam:** candidates need to contact the PECB Partner/Distributor who has initially organized the session for exam retake arrangement (date, time, place, costs).

Candidates that have not completed a training course with a partner, but sat for the online exam directly with PECB, do not fall under this Policy. The process to schedule the exam retake is the same as for the initial exam.

## Exam Security Policy

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.

## SECTION III: CERTIFICATE PROGRAM REQUISITES

### PECB ISO 37001:2025 Foundation

First, a candidate needs to complete the PECB ISO 37001:2025 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 PECB ISO 37001:2025 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.

<b>Designation</b>	<b>PECB Certificate Holder in ISO 37001:2025 Foundation</b>
<b>Training course</b>	Complete the PECB ISO 37001:2025 Foundation Training Course
<b>Exam</b>	Pass the PECB ISO 37001:2025 Foundation exam
<b>Professional experience</b>	None
<b>MS audit/assessment experience</b>	None
<b>Project experience</b>	None
<b>Other requirements</b>	Signing the PECB Code of Ethics

## SECTION IV: CERTIFICATE PROGRAM PROCESS RULES AND POLICIES

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### Applying for the certificate

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credential they were assessed for. Specific professional experience 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 account), including contact details of individuals who will be contacted to validate the candidates' professional experience. They can choose to either pay online or be billed. For additional information, please contact [certification.team@pecb.com](mailto:certification.team@pecb.com).

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

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

For more information on how to apply for certification, click [here](#).

The Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. The candidate will receive an email about the application status, including the certification decision.

Following the approval of the application by the Certification Department, the candidate will be able to download the certificate and claim the corresponding Digital Badge by going to their Dashboard and clicking view Certificate. For more information about downloading the certificate and the digital badge, click [here](#).

### Evaluation of certificate applications

The Certification Department will evaluate each application to validate the candidates' 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.

### 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

Any concerns regarding the denial of certification/certificate program may file a complaint or appeal by following the complaint and appeal process ([Complaint and Appeal Policy - PECB](#)).

The application payment for the certification/certificate program is nonrefundable. This is because of the process of verifying the application, the evidence submitted by the candidates, and the engagement of the relevant departments in this process.

## **Invalidation of Certificate**

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

## **Closing a case**

If candidates do not apply for certification within one year, 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 to [certification.team@pecb.com](mailto:certification.team@pecb.com) and pay the required fee.

## **Complaint and Appeal Policy**

Any complaint that a candidate has must be submitted in writing no later than 30 days after PECB's initial decision. Within 30 working days of receiving the complaint, PECB will provide a written response to the candidate, outlining the results of the review and any actions taken.

Candidates may request a re-evaluation of their exam results or certification decision within 30 days. If not satisfied, they can file an appeal through the PECB Ticketing System. For more detailed information, please refer to the [Complaint and Appeal Policy | PECB](#)

## SECTION V: GENERAL POLICIES

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### **Non-discrimination and special accommodations**

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

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations<sup>4</sup> for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the partner/distributor in order for them to make proper arrangements<sup>5</sup>. Any information that candidates provide regarding their disability/special needs will be treated with confidentiality. To download the Candidates with Disabilities Form, click [here](#).

### **Behavior Policy**

PECB aims to provide top-quality, consistent, and accessible services for the benefit of its external stakeholders: distributors, partners, trainers, invigilators, examiners, members of different committees and advisory boards, and clients (trainees, examinees, certified individuals, and certificate holders), as well as creating and maintaining a positive work environment which ensures safety and well-being of its staff, and holds the dignity, respect and human rights of its staff in high regard.

The purpose of this Policy is to ensure that PECB is managing unacceptable behavior of external stakeholders towards PECB staff in an impartial, confidential, fair, and timely manner. To read the Behavior Policy, click [here](#).

### **Refund Policy**

PECB will refund your payment, if the requirements of the Refund Policy are met. To read the Refund Policy, click [here](#).

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<sup>4</sup> 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.

<sup>5</sup> 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.

**Address:**

Headquarters  
6683 Jean Talon E,  
Suite 336 Montreal,  
H1S 0A5, QC,  
CANADA

**Tel:**+1-844-426-7322**Emails:****Examination:**

[examination.team@pecb.com](mailto:examination.team@pecb.com)

**Certification:**

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

**Customer Service:**

[support@pecb.com](mailto:support@pecb.com)

**PECB Help Center**

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