

The logo for PECB, featuring the letters 'PECB' in a bold, white, sans-serif font. The letters are slightly spaced out, and the 'E' and 'C' have a unique, modern design with internal cutouts.

**PECB**

BEYOND RECOGNITION

A background image showing a modern office environment with large glass windows. In the foreground, a woman in a dark suit and a man in a light grey suit are walking and looking at a tablet together. The scene is dimly lit, suggesting an evening or indoor lighting.

# ISO/IEC 27005 FOUNDATION

## **Candidate Handbook**

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## 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.

Through our presence in more than 150 countries, we help professionals demonstrate their competence in various areas of expertise by providing valuable evaluation, certification, and certificate programs against internationally recognized standards.

### **Our key objectives are:**

1. Establishing the minimum requirements necessary for the certificate programs
2. Reviewing and verifying the qualifications of individuals 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 valid certificates
5. Representing our stakeholders in matters of common interest
6. Promoting the benefits of certificate programs to professionals, businesses, governments, and the public

### **Our mission**

Provide our clients with comprehensive examination, certification, and certificate program services that inspire trust and benefit the society as a whole.

### **Our vision**

Become the global benchmark for the provision of professional certification services and certificate programs.

### **Our values**

Integrity, Professionalism, Fairness

## The Value of PECB Certificate Program

### **Global recognition**

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.

The value of PECB certificate programs is validated by the accreditation from the ANSI National Accreditation Board (ANAB-Accreditation ID 1003) under ANSI/ASTM E2659-18, Standard Practice for Certificate Programs.

For more detailed information on our accreditation and affiliations, 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 certificate programs are a demonstration of compliance with 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. PECB has a team of experts who are responsible for addressing requests, questions, and needs. We do our best to maintain a 24-hour maximum response time without compromising the quality of the services.

### **Flexibility and convenience**

Online learning opportunities make your professional journey more convenient as you can schedule your learning sessions according to your lifestyle. Such flexibility gives you more free time, offers more career advancement opportunities, and reduces costs.

## PECB Code of Ethics

The Code of Ethics represents the highest values and ethics that PECB is fully committed to follow, as it recognizes the importance of them when providing services and attracting clients.

The Compliance Division makes sure that PECB employees, trainers, examiners, invigilators, partners, distributors, members of different advisory boards and committees, certified individuals, and certificate holders (hereinafter “PECB professionals”) adhere to this Code of Ethics. In addition, the Compliance Division consistently emphasizes the need to behave professionally and with full responsibility, competence, and fairness in service provision with internal and external stakeholders, such as applicants, candidates, certified individuals, certificate holders, accreditation authorities, and government authorities.

It is PECB’s belief that to achieve organizational success, it has to fully understand the clients and stakeholders’ needs and expectations. To do this, PECB fosters a culture based on the highest levels of integrity, professionalism, and fairness, which are also its values. These values are integral to the organization, and have characterized the global presence and growth over the years and established the reputation that PECB enjoys today.

PECB believes that strong ethical values are essential in having healthy and strong relationships. Therefore, it is PECB’s primary responsibility to ensure that PECB professionals are displaying behavior that is in full compliance with PECB principles and values.

PECB professionals are responsible for:

1. Displaying professional behavior in service provision with honesty, accuracy, fairness, and independence
2. Acting at all times in their service provision solely in the best interest of their employer, clients, the public, and the profession in accordance with this Code of Ethics and other professional standards
3. Demonstrating and developing competence in their respective fields and striving to continually improve their skills and knowledge
4. Providing services only for those that they are qualified and competent and adequately informing clients and customers about the nature of proposed services, including any relevant concerns or risks
5. Informing their employer or client of any business interests or affiliations which might influence or impair their judgment
6. Preserving the confidentiality of information of any present or former employer or client during service provision
7. Complying with all the applicable laws and regulations of the jurisdictions in the country where the service provisions were conducted
8. Respecting the intellectual property and contributions of others
9. Not communicating intentionally false or falsified information that may compromise the integrity of the evaluation process of a candidate for a PECB certification or a PECB certificate program
10. Not falsely or wrongly presenting themselves as PECB representatives without a proper license or misusing PECB logo, certifications or certificates
11. Not acting in ways that could damage PECB’s reputation, certifications or certificate programs
12. Cooperating in a full manner on the inquiry following a claimed infringement of this Code of Ethics

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

## Introduction to the ISO/IEC 27005 Foundation Certificate Program

ISO/IEC 27005 provides guidelines for managing information security risks. It supports the implementation of information security risk requirements of ISO/IEC 27001 and the guidelines of ISO 31000.

### Purpose and scope

This training course is designed to help the participants understand the principles of information security risk management based on ISO/IEC 27005. Furthermore, the “ISO/IEC 27005 Foundation” certificate aims to demonstrate that individuals obtaining this certificate are acquainted with ISO/IEC 27005 requirements for implementing and managing an information security risk management process.

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

1. Understand the basic concepts of information security risk management
2. Acknowledge the correlation between ISO/IEC 27005, ISO 31000, ISO/IEC 27001, and other standards and regulatory frameworks
3. Understand the approaches, methods, and techniques used for the management of information security risks

The ISO/IEC 27005 Foundation certificate is intended for:

- Risk management professionals
- Individuals seeking to gain knowledge about the ISO/IEC 27005 guidelines for information security risk management
- Personnel tasked with managing information security risks in their area of responsibility
- Individuals interested in pursuing a career in information security risk management

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/IEC 27005 Foundation 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.team@pecb.com](mailto:certification.team@pecb.com).

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

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### ISO/IEC 27005 Foundation training course

All candidates are required to complete the PECB ISO/IEC 27005 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>1</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/IEC 27005 Foundation summative assessment

The summative assessment of the "PECB ISO/IEC 27005 Foundation" certificate program is in the form of a written exam. The objective of the "PECB ISO/IEC 27005 Foundation" exam is to ensure that the candidate has acquired fundamental knowledge of the main concepts and processes related to information security risk 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. **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.
2. **Online:** Through the [PECB Exams application](#). To schedule a remote exam, please go to the following link: [Exam Events](#).

### 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>1</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

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 concepts of information security risk management
- **Domain 2:** Information security risk management approaches and processes

The tables below provide the intended learning outcomes of the ISO/IEC 27005 Foundation certificate program in terms of competence and knowledge.



## Domain 1: Fundamental concepts of information security risk management

**Main objective:** Ensure that the candidate is able to interpret the main concepts of information security risk management based on ISO/IEC 27005.

Competencies	Knowledge statements
1. Ability to interpret the structure of ISO/IEC 27005	1. Knowledge of the main concepts and terminology of ISO/IEC 27005
2. Ability to explain the relation between ISO/IEC 27005 and other risk management frameworks	2. Knowledge of the main standards of the ISO/IEC 27000 family
3. Ability to explain the main concepts of information security risk management	3. Knowledge of international standards for information security and risk management
4. Ability to describe the concept of information security	4. Knowledge of information security risks
5. Ability to explain the difference between risks and opportunities	5. Knowledge of the differences between the concepts of risks and opportunities
6. Ability to explain the concept of confidentiality, integrity, and availability of information	6. Knowledge of the concept of information confidentiality, integrity, and availability
7. Ability to classify controls for information security based on their type	7. Knowledge of the definition and type of controls
8. Ability to interpret the risk management principles	8. Knowledge of risk management principles
9. Ability to describe the definition and advantages of risk management	9. Knowledge of risk management advantages
10. Ability to interpret the main steps needed for establishing and implementing an information security risk management program	10. Knowledge of the risk management process
11. Ability to interpret the criteria that should be considered when selecting a risk assessment methodology	11. Knowledge of the approaches and methodologies for information security risk assessment
12. Ability to describe the role of the risk manager	12. Knowledge of the planning stage of risk assessment
13. Ability to explain the role of top management in the implementation of the risk management process	13. Knowledge of the role of the top management regarding risk management
14. Ability to identify the roles and responsibilities of interested parties in risk management	14. Knowledge of the roles and responsibilities of a risk manager and other interested parties regarding the risk management

## Domain 2: Information security risk management approaches and processes

**Main objective:** Ensure that the candidate is able to explain the information security risk management processes based on ISO/IEC 27005.

Competencies	Knowledge statements
1. Ability to analyze the organization and its context	1. Knowledge of what typically constitutes an organization's internal and external context
2. Ability to identify basic criteria for risk management, as defined by ISO/IEC 27005	2. Knowledge of the basic criteria for risk management
3. Ability to explain how the information security risk management process scope should be defined	3. Knowledge of the information security risk management process scope and boundaries
4. Ability to interpret the guidelines of ISO/IEC 27005 for identifying, analyzing, and evaluating information security risks	4. Knowledge of the steps needed to identify, analyze, and evaluate information security risks based on ISO/IEC 27005
5. Ability to explain the guidelines of ISO/IEC 27005 for treating risks	5. Knowledge of the risk treatment process and risk treatment plan
6. Ability to identify appropriate risk treatment options	6. Knowledge of the risk treatment options, including risk modification, risk retention, risk avoidance, and risk sharing
7. Ability to explain the acceptance and management of residual risk	7. Knowledge of residual risk acceptance and management of information security residual risk
8. Ability to interpret the concept of risk communication	8. Knowledge of information security risk communication and consultation
9. Ability to describe principles of effective communication	9. Knowledge of the principles of effective communication
10. Ability to explain the processes for recording and reporting the risk management process	10. Knowledge of risk management recording and reporting
11. Ability to describe the information security risk monitoring and review process	11. Knowledge of information security risk monitoring and review
12. Ability to explain the concept of continual improvement	12. Knowledge of risk management continual improvement

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

		Number of questions/ points per competency domain		Level of understanding (Cognitive/Taxonomy) required		Sections related to each competency domain
				Questions that measure comprehension, application, and analysis	Questions that measure evaluation	
Competency domains	Fundamental concepts of information security risk management	20	50	X		Sections 2, 3, and 4
	Information security risk management approaches and processes	20	50		X	Sections 5, 6, 7, 8, 9, 10, and 11
Total		<b>40</b>	<b>100%</b>			
Number of questions per level of understanding				<b>20</b>	<b>20</b>	
% of the exam devoted to each level of understanding (cognitive/taxonomy)				<b>50%</b>	<b>50%</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.

The duration of the exam 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 Partner 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 information about online exams, go to the [PECB Online Exam Guide](#).

**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). A sample of exam questions will be provided below.

Since the PECB ISO/IEC 27005 Foundation exam is "closed book," candidates are not authorized to use reference materials.

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

## Sample exam questions

1. **What does ISO/IEC 27005 provide?**
  - A. **Guidelines for managing information security risks**
  - B. Guidelines for managing risks in any industry or sector
  - C. Guidelines for implementing an ISMS
  
2. **What is the definition of information security risk?**
  - A. Coordinated activities to direct and control an organization with regard to risk
  - B. Identified occurrence of a system, services, or network indicating a possible breach of information security policy
  - C. **Effect of uncertainty on information security objectives**
  
3. **Which of the following processes is NOT part of risk assessment?**
  - A. Risk identification
  - B. Risk evaluation
  - C. **Risk treatment**
  
4. **Which risk analysis technique uses a scale of qualifying attributes to describe the magnitude of potential consequences and the likelihood that those consequences will occur?**
  - A. Quantitative
  - B. **Qualitative**
  - C. Semi-quantitative
  
5. **An organization has decided to introduce new information security controls so that the residual risk could be reassessed as being acceptable. Which risk treatment option has the organization used?**
  - A. Risk avoidance
  - B. Risk sharing
  - C. **Risk modification**

## Exam security policy

PECB is committed to protect the integrity of its exams and the overall examination process, and relies upon the ethical behavior of applicants, potential applicants, candidates and partners to maintain the confidentiality of PECB exams. This policy aims to address unacceptable behavior and ensure fair treatment of all candidates.

Any disclosure of information about the content of PECB exams is a direct violation of this policy and PECB's Code of Ethics. Consequently, candidates taking a PECB exam are required to sign an Exam Confidentiality and Non-Disclosure Agreement and must comply with the following:

1. The questions and answers of the exam materials are the exclusive and confidential property of PECB. Once candidates complete the submission of the exam to PECB, they will no longer have any access to the original exam or a copy of it.
2. Candidates are prohibited from revealing any information regarding the questions and answers of the exam or discuss such details with any other candidate or person.
3. Candidates are not allowed to take with themselves any materials related to the exam, out of the exam room.
4. Candidates are not allowed to copy or attempt to make copies (whether written, photocopied, or otherwise) of any exam materials, including, without limitation, any questions, answers, or screen images.
5. Candidates must not participate nor promote fraudulent exam-taking activities, such as:
  - Looking at another candidate's exam material or answer sheet
  - Giving or receiving any assistance from the invigilator, candidate, or anyone else
  - Using unauthorized reference guides, manuals, tools, etc., including using "brain dump" sites as they are not authorized by PECB

Once a candidate becomes aware or is already aware of the irregularities or violations of the points mentioned above, they are responsible for complying with those, otherwise if such irregularities were to happen, candidates will be reported directly to PECB or if they see such irregularities, they should immediately report to PECB.

Candidates are solely responsible for understanding and complying with PECB Exam Rules and Policies, Confidentiality and Non-Disclosure Agreement and Code of Ethics. Therefore, should a breach of one or more rules be identified, candidates will not receive any refunds. In addition, PECB has the right to deny the right to enter a PECB exam or to invite candidates for an exam retake if irregularities are identified during and after the grading process, depending on the severity of the case.

Any violation of the points mentioned above will cause PECB irreparable damage for which no monetary remedy can make up. Therefore, PECB can take the appropriate actions to remedy or prevent any unauthorized disclosure or misuse of exam materials, including obtaining an immediate injunction. PECB will take action against individuals that violate the rules and policies, including permanently banning them 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.

## 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 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.

Candidates that disagree with the results may request a re-evaluation by writing to [examination.team@pecb.com](mailto:examination.team@pecb.com) within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the [PECB Ticketing System](#). Any complaint 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 date the coupon code is received (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 again the 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. **Paper-based:** candidates need to contact the PECB Partner/Distributor who has initially organized the session for exam retake arrangement (date, time, place, costs).
2. **Online:** when scheduling the exam retake, use initial coupon code to waive the fee.

## SECTION III: CERTIFICATE PROGRAM REQUISITES

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### PECB ISO/IEC 27005 Foundation

First, a candidate needs to complete the PECB ISO/IEC 27005 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/IEC 27005 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/IEC 27005 Foundation</b>
<b>Education</b>	At least secondary education
<b>Training course</b>	Complete the PECB ISO/IEC 27005 Foundation Training Course
<b>Exam</b>	Pass the PECB ISO/IEC 27005 Foundation exam
<b>Professional experience</b>	None
<b>Risk management 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 ISO/IEC 27005 Foundation exam are entitled to apply for the PECB Certificate Holder in ISO/IEC 27005 Foundation certificate. Candidates are required to fill out the online certificate application form (that can be accessed via their PECB account). Candidates can submit their application in various languages. 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 certificate 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 the certificate, click [here](#).

The Certification Department validates that the candidate fulfills all the certificate requirements regarding the respective credential. The candidate will receive an email about the application status, including the certificate 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. For more information about downloading the certificate, click [here](#), and for more information about claiming the Digital Badge, click [here](#).

PECB provides support both in English and French.

### 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:

- Provide false information in the application
- Violate the exam procedures
- Violate the PECB Code of Ethics

Candidates whose certificate has been denied can file a complaint through the complaints and appeals procedure. For more detailed information, refer to [Complaints and appeals](#) section.

The application payment for the certificate is nonrefundable.

## **Invalidation of the PECB Foundation certificates**

PECB Foundation certificates are invalidated only if the person it was issued to is found not to have 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

## **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 to [certification.team@pecb.com](mailto:certification.team@pecb.com) and pay the required fee.

## **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 candidates do not find the response satisfactory, they have the right to file an appeal.

For more information about the complaints and appeal procedure, click [here](#).

## 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>2</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>3</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>2</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>3</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.



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**Certification:**

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

**Customer Service:**

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



**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.

[www.pecb.com](http://www.pecb.com)