



INVIGILATOR GUIDE

A training and reference tool for new invigilators as well as refresher tool for occasional invigilators.

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Introduction

Thank you for taking on this very important role as an invigilator for PECB Group Inc. The responsibilities of the invigilator are critical to the success, creditability, and integrity of PECB Group Inc. This Invigilator Guide was prepared as a training and reference tool for new Invigilators as well as a refresher tool for occasional Invigilators.

Managing a successful exam session is all about details. It requires preparation, attention to particulars, and understanding that examination security and following established protocols and procedures is extremely important.

Invigilators have access to confidential information and the PECB certification exam content. Because of the sensitive nature of certification exams, standardized procedures must be followed to ensure that exam administration and examination security standards are upheld so that all examinees have equal opportunities to demonstrate their knowledge and competencies.

Procedures are necessary to prevent some candidates from gaining an unfair advantage over others and to assist the Invigilator in dealing with unusual conditions that may occur during the examination. Ensuring that candidates receive equal opportunities during the examination is a primary responsibility for the Invigilator. By following these procedures, you will also assure the validity of the exam results and greatly reduce the likelihood of confusion or error before, during, and after the assessment.

How can I become a PECB Invigilator?

Who can be an Invigilator?

Any person who complies with the below requirements

Requirements:

1. Literate
2. At least 18 years old
3. Does not have a physical or mental condition that could affect the supervision task, such as: visual, hearing, or speech impairments
4. Fluent in the language that the exam is conducted or the language spoken by the exam candidates.
5. Has never been convicted of a crime or sanctioned by any professional organization
6. Has not sat for a PECB exam in the last 6 months before approval. Additionally, after being approved, for a period of 6 months, invigilator cannot sit for a PECB exam (a 6 months difference is needed between the last invigilating conducted and a potential exam taken by invigilator and vice versa).

A self-declaration, regrouping all these characteristics is included in the Invigilator Registration Form. It is not necessary to have a specific professional background or to possess a PECB certificate (or any other certificate for that matter) to be an invigilator. The invigilator's role is to oversee the examination and ensure it is done in a fair and consistent manner and according to these rules.

The person, who wants to apply for invigilator, should not be related to any of the examinees, nor a friend or a direct co-worker (supervisor of a participant or supervised by a participant).

How to register?

Registration is done by invitation only. Link to complete the registration form will be sent to selected candidates through email.

Review of application is done within 24-48 hours.

Type of invigilators:

1. Permanent – validity of three (3) years
2. Temporary – validity as needed by respective PECB Reseller

Agreement rules:

Invigilators are expected to follow the rules, as well as the responsibilities and procedures outlined in this manual. Invigilator responsibilities cannot be transferred. If more than one invigilator will be present during the examination, both shall be approved and registered before the exam session begins.

Maintaining role as a PECB Invigilator

Continuous evaluation

Is done through the continuous interaction the Invigilator has with PECB. Based on impact of nonconformity, following measures will be taken:

a. Major nonconformities

In case a major nonconformity happens during or after the exam session, the assigned invigilator will be revoked and/or the exam session may be cancelled. Major nonconformities can be (but are not limited to):

- Delay of more than 3 days after the 2-days timeframe for scanned copies of exams; and delay of more than 5 days after the 10-days timeframe for hard copies of exams without proper justification
- Exam materials were sent back from unapproved invigilator (sharing of exam material with unauthorized people)
- Invigilating an exam session in less than 6 months period from taking a PECB Exam
- Taking a PECB Exam in less than 6 months period after invigilating an exam session
- Cheating during the exam session
- Allowing the trainer to be present during the exam session
- Allowing the trainer to invigilate the exam session
- Invigilating and taking the exam during the same session

b. Minor nonconformities

In case a minor nonconformity happens during or after the exam session, the assigned invigilator will not get revoked nor will the exam session be canceled, however a written warning will be given to the invigilator and in case another minor nonconformity happens within 12 months with the same invigilator, he/she will get revoked as a PECB Invigilator. Minor nonconformities can be:

- Delay of 3 days or less after the 2-days timeframe for scanned copies of exams; and delay of 5 days or less after the 10-days timeframe for hard copies of exams without proper justification
- Scanned exam materials sent back from a different email address to which the exam materials was initially sent by PECB
- Exam additional documents not being completed properly for more than 2 exam sessions in a row

Renewal of Invigilators

Renewal of permanent invigilators is done every 3 years, and they are evaluated based on the below criteria:

- At least one exam session invigilated during the last three years
- Scanned exam materials returned within 2 business days and hard copies sent within 10 business days of exam session
- No PECB Exam taken +/- 6 months from renewal date
- Did not become a PECB Trainer

If all criteria are met, invigilator will be renewed. If one of the above criteria is not met, invigilator will be revoked.

Responsibilities

Invigilator responsibilities

Invigilators are responsible for the administration of the exam session. This responsibility includes the security of examination materials in their possession during administration and the prompt return of all materials to PECB after the exam session. Invigilators are expressly prohibited from coaching participants during the exam and altering or interfering with a participant's responses in any way. Specific duties include:

- a. Familiarizing oneself and complying with the requirements outlined in the Invigilator Guide.
- b. Confirming the accurate identity of candidates.
- c. Distributing, collecting, and ensuring overall security of all assessment materials.
- d. Informing participants of procedures for the assessment session.
- e. Monitoring the assessment process during administration by moving unobtrusively around the room.
- f. Being present at all times during supervision so that the exam is conducted in a quiet and efficient manner.
- g. Protecting the participants from disturbances and distractions.
- h. Ensuring that participants follow the procedures and security policy requirements and enforcing proper procedure in the event of non-compliance.
- i. Promptly completing the Invigilator Report and Exam Comment Sheet (when applicable).
- j. Promptly returning all assessment materials to PECB upon completion.
- k. Promptly reporting any breach of security, no matter how small or insignificant, to PECB.

Trainer responsibilities

If the examination followed a training session, the trainer is not allowed to be present during the exam session. Also, trainers will not have access to exam's material before or after the examination. The responsibility of a trainer is to prepare the candidate, not monitor examination activities.

Candidate responsibilities

Examination procedures must be followed by all candidates and monitored and enforced by invigilators. If a violation of procedure occurs, the participant must cease the exam and all of the participant's materials will be collected by the Invigilator. The time and nature of the incident must be recorded on the Invigilator Report which must be sent to PECB.

Preparation for an exam administration

1. Preparation and verification of the examination material

The Examination Department or the Customer Service Department will provide the invigilator with the needed materials for the exam administration. Please check the received materials prior to the exam session in order to make sure that all required materials are in your possession. At least, you should have the following documents:

- Invigilator Guide (this booklet)
- Exam material
- Candidate identification sheets
- Course evaluations sheets (if applicable)
- Exam comment sheets
- Invigilator examination report
- Instructions to return the examination material

If the number of candidates is over 30, at least one assistant invigilator will be required. The maximum ration (participants by invigilator) is 30/1. Also, if the exam duration exceeds 4 hours, an assistant invigilator will be assigned to provide the invigilator break time. The responsibilities of an assistant invigilator are limited to the supervision of the exam and he doesn't have to fill out an invigilator report.

Additional time can be provided to candidates taking the exam in a language different than their mother tongue, when requested by the candidates, on the exam day.

The examination material can be sent by mail (courier) or email, depending on the agreement.

a. Mail: hardcopies

To avoid lost or delayed shipments, a certified or recommended delivery service with a package tracking system has to be used (such as: UPS, FedEx, DHL). Shipments by regular mail are also allowed, as long as they have a tracking system or signature requirement (certified or recommended mail that in case of undelivered can return to the sender's address). Invigilators need to count all materials received and record how many copies they have of each. An extra copy is always added as precaution. In the event that the material gets lost, electronic copies will be sent, as explained below.

b. Email: electronic copies

The exam files to be sent will be encrypted and password-protected. The password will be sent in a separate email, along with the file's expiration date. The rest of the examination material will be sent unencrypted. Invigilators have to print all the examination materials in black and white, only on one side of the page and make one extra copy of each of the files, as precaution. For security reasons, the exam file has to be printed by the invigilator only. If the file needs to be printed by somebody else or somewhere else, like in a printing house, the invigilator has to print a copy of the exam file and be always present while copies of this file are being made.

Exam files have to be printed before the expiration date; when the files expire they cannot be opened anymore.

2. Verify possible conflicts of interest

All possible conflicts of interest shall be reported to PECB in the Invigilator examination report. The general rules are:

- A trainer that has provided a preparation session cannot supervise the exam for the same group, and cannot be present during the exam session
- An invigilator cannot supervise their own exam. An invigilator may take the exam under the guidance of
 - another approved invigilator, after a period of 6 months following the last invigilating
- An invigilator cannot supervise the exam of a close family member
- An invigilator cannot supervise the exam of his direct supervisor or an employee directly under the invigilator's supervision

3. Ensure the security of the examination material

Maintaining security is a critical piece of the examination process. Invigilators are responsible for the on-site security of the examination and related materials before, during, and after the exam session. The entire examination material may not be copied, transmitted or reproduced in any manner, under any circumstances, unless prior written authorization is granted by a PECB representative. The examination material may not be shared with instructors at any time, even if the exam is done within a training session. Also, candidates shall not have access to the examination material, even for individual questions until they are part of the exam session.

4. Validate the examination site, date and time

The organizer of the session will provide you with the date, time, and location of the exam session. Please verify that you have the complete and exact address. If you have to select the site, careful consideration should be given to the room that will be used for the Certification Exam. The room should have comfortable temperature, low noise level, good lighting, and ventilation. There should also be access to bathroom facilities. If for any major reason you cannot supervise the exam on the specified date and time, please inform PECB at least two days in advance.

Exam administration

1. Arrival on site

Invigilators, appropriately dressed, should arrive 30 minutes prior to the exam session to prepare the room and welcome the candidate. If multiple candidates are taking the exam, they should be separated leaving as much space as possible between them. This will encourage participants to focus on the exam and discourage cheating or talking.

Ensure that you have a watch with you or that a clock is present in the room. Also, bring a supply of pens in case a candidate may need them.

Close the examination room at the designated time for the actual exam session. Any candidate arriving after you close the room may be admitted at your discretion provided that the actual exam has not started.

To ensure exam's anonymity, on the candidate's identification sheet, for each candidate the invigilator will assign a sequential number in the Sequential Number field in form A and form B. The sequential number refers to a serial number which depends from the total number of candidates. For example, if you have a session with 5 candidates, the numbers to be used are from 1 to 5.

If a candidate that had exclusively registered for an exam (who did not follow a training course) does not show up the day of the exam, the invigilator will have to report this incident in the invigilator report and the candidate will have to register for a new exam (this is specified on the examination policies and rules the candidates receive when they register to take an exam).

2. Exam instructions

It is important for you to read these instruction announcements at a pace that allows all candidates to follow them. Have candidates complete the required identification information items before starting the exam.

Read the following script to inform participants of examination procedures and instructions. You may repeat the directions as many times as needed. The material in italics is information meant for you or that you need to complete before reading aloud to candidates.

PHASE	SCRIPT TO READ
Greetings	<p>Good morning/afternoon. My name is _____ and I will be serving as the invigilator for today's exam session. On behalf of PECB, I want to welcome you and wish you success in your efforts.</p> <p>If you have any questions while listening to these instructions, please raise your hand. Before we begin, I will explain the process and general rules for today's session.</p>
Authorized materials rules	<p>At this time, please turn off all cell phones, beepers, and other electronic devices until you leave the assessment area.</p> <p>You are authorized to use only those reference materials that have been approved by PECB for your particular assessment (please refer to the candidate identification sheet for the list of authorized reference materials). You are responsible for your own reference materials. You will not be allowed to share reference materials of any kind during the session. No talking or material's comparison between candidates will be allowed.</p> <p>The exam can be:</p> <ul style="list-style-type: none"> • "closed book" where the candidates are not authorized to use anything but the exam paper and a pen • "open book" where the candidates are only authorized to use the following reference materials: <ul style="list-style-type: none"> o A copy of the standard in paper hardcopy. o Course notes from the Participant Handout. o Any personal notes made by the student during the course. o A hard copy dictionary. <p>Please place all non-allowed materials (designate a place) now.</p> <p>If you have a question about any reference materials, please raise your hand. (Pause)</p>
General rules	<p>The following rules will be observed at all times during the exam session: smoking, eating, or talking are not permitted. However, candidates are allowed to keep and consume non-alcoholic drinks during the exam. Drinks should be contained in such a way as to avoid spilling accidents. In case of a spilling accident the candidate alone will be held responsible, and his/her exam will not be replaced nor will he/she be granted extra time to finish the exam. If the exam proves to be illegible due the spilling accident, the candidate will automatically receive a failing grade. You will also find specific exam rules in the candidate identification sheet.</p> <p>You are only allowed to write down your answers/notes/comments on the examination material that will be distributed to you, not in any other document, such as your personal notes, even if these are part of the authorized reference material.</p> <p>If during this session you need to use the restroom, please raise your hand. Only one person at a time will be permitted to leave the room. While outside the examination room, you are not permitted to talk to anyone. Restrooms are located (<i>give directions to the restrooms</i>).</p> <p>I cannot answer questions about the exam questions, but if during the exam you have a question about the exam rules, raise your hand and wait for me to come to you.</p>

PHASE	SCRIPT TO READ
General rules	<p>If you finish early, stay in your seat and raise your hand. I will come to your desk to collect your examination material. After this, you can leave quietly the room.</p> <p>You will have up to <i>(indicate the maximum time allowed)</i> hours to complete this exam.</p>
General rules	<p>I cannot answer questions about the exam questions, but if during the exam you have a question about the exam rules, raise your hand and wait for me to come to you.</p> <p>If you finish early, stay in your seat and raise your hand. I will come to your desk to collect your examination material. After this, you can leave quietly the room.</p> <p>You will have up to <i>(Indicate the maximum time allowed)</i> hours to complete this exam.</p>
Rules about use of pens / pencils	<p>You can complete the candidate identification sheet and the exam sheet only with a pen. The sheets must be filled out completely and correctly to ensure timely and accurate processing of results.</p> <p>If you don't have a pen, please raise your hand. <i>(Pause)</i></p>
Distribution of the examination material	<p>I am going to give each of you an exam sheet, a candidate identification sheet, a course evaluation form (if applicable) and an exam comment sheet. When you get the material, do not open it or write on it until I ask you to do so.</p> <p><i>(Pass the examination material)</i></p>
Required identification information	<p>Before we begin the exam, fill out all the required information on the candidate identification sheet, read the exam rules, and fill out the exam's first page. Verify that the assigned identification number on the candidate's identification sheet is the same as the assigned identification number on the exam's first page. If it isn't please raise your hand. When you finish, put your pen down. Don't open the exam.</p> <p>Also put an ID card with a picture on the table. During the examination, I will pass to verify your identity.</p> <p>If you have any questions, please raise your hand.</p> <p><i>(Monitor candidates to ensure that they are filling in the information correctly. When candidates are ready, continue. You will validate the information of each candidate during the examination and at the end when collecting the copies.)</i></p>
Beginning of the examination	<p>If there are no more questions, then you may begin. It's now: <i>(give the time)</i>. The exam will terminate at <i>(give the time)</i>.</p> <p>Good luck. You may begin your exam.</p>

3. During the examination

General guidelines

- Be present at all times during the examination
- The use of electronic devices, such as laptops, cell phones, etc., is only allowed to invigilators, providing that these devices are on silent mode, and as long as they do not affect the supervision duty. Listening to music using headsets is not allowed
- No visitors are permitted in the room
- Be aware of the time elapsed for the exam. Write on a board (if one is present or inform orally the candidates) the time left every hour and every 15 minutes in the last hour
- Move around the room and observe the work station of the participants during the assessment session, to ensure that candidates maintain appropriate behavior (see guidelines below on inappropriate behavior)
- If an exam is found to be defective (e.g. missing pages) after a participant has started, be sure to replace it with another one of the same version. Note this change in the Invigilators Report
- Document all unusual conditions or situations which may affect candidate scores, in the Invigilator Report

Answering questions

Invigilators may answer questions only about exam directions or procedures. Invigilators are not allowed to answer questions related to the content of the exam itself. If an examinee asks a question that the invigilator is not permitted to answer, you may respond, for example, “I can’t answer that for you; just do the best you can.” invigilators are not allowed to:

- Translate exam questions into another language
- Rephrase or add information to questions
- Discuss exam questions with anyone before, during, or after the exam or
- Score exam items or discuss with candidates how they performed

Leaving the examination room

No breaks are allowed during the examination; however, a candidate may need to leave the examination room for a brief time to go to the restroom. One person at the time can leave the room and no examination materials may be taken from the room.

Verification of ID

During the examination, the Invigilator must proceed to verify the candidate’s ID and validate that it corresponds to the identification’s sheet information. The candidate must have with him a valid ID card with a picture (driver’s license, government ID, or passport).

Candidate inappropriate behavior

The following behaviors are prohibited by the candidates during examination:

- Looking at another candidates’ materials or answer sheet.
- Giving or receiving any assistance from the Invigilator, another candidate, or anyone else.
- Using unauthorized reference guides, manuals, tools, etc.
- Copying, transmitting or reproducing any portion of the assessment in any manner whatsoever.
- Attempting to remove examination materials from the site.
- Creating a disturbance or allowing a cell phone, pager, or alarm to sound in the examination room.
- Failing to follow the examination procedures as outlined by the invigilator.
- Presenting or using inaccurate identification documents.

If candidate’s inappropriate behavior is observed, candidates should be politely dismissed from the exam room. Evidence should be confiscated prior to dismissing anyone, but public display should be avoided. Inform a candidate who protests dismissal that PECB will allow him/her to express his/her point of view on this matter. Document the incident on the Invigilator’s report.

4. Closing the exam session

At the end of the allowed time for the exam, inform the participants to stop, to put down their pens, to close their exam, and to wait until you pass to collect the examination material. If a candidate finishes earlier, he/she is allowed to leave the room.

When collecting the copies, it's very important that the invigilator verifies that the copy number of the candidate identification sheet is identical to the copy number of the exam.

Candidates are allowed to stay in the room only if they have not completed the course evaluation sheet (if applicable) or the exam comment sheet and have informed they want to do so. Note that filling out an exam comment sheet is not mandatory.

After the examination

After the examination, the invigilator must complete the invigilator examination report and sign it. Report any breach of security, no matter how small or insignificant. Record the number of completed exams in the Invigilator Report. Count the used exam sheets. Make sure the number corresponds with the number of candidates. Note the quantities in the Invigilator Report.

To ensure independence, impartiality, and absence of conflicts of interest, invigilators and trainers do not participate in the review process of exams, or in the certification process of candidates.

Under no circumstances an invigilator or a trainer can grade an exam or send exam results to candidates on PECB's behalf. Graded exams or with evidence of revision by invigilators or trainers (comments or notes), will not be accepted and will have to be retaken by candidates.

Return of completed exam scripts

For us to be able to release the exam results within the deadline, it is required to send the exam scripts as soon as possible:

- Scanned copies of the completed exams must be returned to us within 48 hours after the exam date
- Hardcopies of the completed exams must be returned to us within 10 business days

Examination material must be sent to PECB, using any (or both) of these two methods, depending on the agreement:

a. By mail (courier)

Invigilators exclusively, need to carefully place the examination material in three sealed envelopes. The first envelope must contain the candidate identification sheets, the second one must contain the exams and the course evaluation forms (if applicable), you must return both used and unused exam sheets, and the third one must contain the invigilator examination report and the exam comment sheets. These three envelopes must be placed in a fourth sealed envelope that needs to be signed by the invigilator only (mandatory). Please fill out the document checklist on the Invigilator examination report to ensure this was done correctly. All examination materials must be shipped to PECB (please contact examination@pecb.com to confirm the mailing address) on the next two business days following the exam session.

The address to be used is:

PECB

6683 Jean Talon East, Suite 336

Montreal, QC

H1S 0A5 Canada

For contact information, please use the following:

Contact person: Examination Manager

E-mail address: examination@pecb.com

Phone number: +1-844-426-7322 ext. 20

There are no exceptions to this rule. All examination materials should be stored in a locked location until shipment.

To avoid lost or delayed return shipments, it is mandatory to use a delivery service with a package tracking system, certified or recommended (examples of courier services: UPS, FedEx, DHL). Shipments by regular mail are also allowed, as long as they have a tracking system or signature requirement (certified or recommended mail that in case of undelivered can return to the sender's address). When sending the package, don't forget to pay the total amount (including any customs clearance fees required). Please pack the examination materials carefully. Examination material returned in poor condition may be unable to be graded. Once the material has been sent, please track it regularly and when the delivery company confirms the shipment has reached its destination, please validate this with the Examination Manager (examination@pecb.com).

All possible measures and best practices are put in practice in order to minimize the risk of examination materials being lost. In case this happens, a Non Conformance, Corrective & Preventive Action report shall be issued by the Invigilator or the Examination Manager and candidates will have to retake the exam.

b. By email and mail (courier):

If the agreement requires to send electronic copies, invigilators exclusively need to carefully scan the examination material (all the pages appear and can be read), convert them into pdf files, and have them sent within two business days following the exam session. Do not copy other people on the email as the exam is confidential, when Examination Manger receive the exams he/she will send a confirmation email. Additionally, exams have to be encrypted (not the identification sheets, course evaluations, etc...), using the same program used to unencrypt the files that were sent to the invigilator. If the exams are not encrypted they need to be at least password protected. In both cases, the password has to be sent in a separate email, along with the rest of the examination material. All these files must be sent to examination@pecb.com and then deleted from the computer. Finally, all the original documents need to be sent following the mail (courier) instructions, as described above (section a).

All expenses related to the examination session (printing, copying, shipping, etc.) will be covered by the PECB Reseller who is also the organizer (or covered by the invigilator if agreed previously with the PECB Reseller).

Invigilator's suggestions are required to improve the quality of the examination process in order to make the program more effective. All comments are reviewed and specific questions will be addressed. If you have any suggestions, please write them on your Invigilator report or contact the Invigilator Manager (invigilator@pecb.com).

Annex A

CANDIDATE IDENTIFICATION SHEET



Please write in CAPITAL letters

Sequential number:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
E-mail address to send exam results:	<input type="text"/> @ <input type="text"/>
Exam Title:	<input type="text"/>
Exam Date:	<input type="text"/>
Exam Location:	<input type="text"/>

First time

Exam retake

Attended the training

PECB

Important: read carefully before taking this examination

PECB Certification Exam Confidentiality Agreement

The disclosure of this examination (the “exam”) and any accompanying materials (the exam and such materials collectively referred to as the “exam materials”) is subject to the terms and conditions of the PECB certification exam confidentiality agreement.

By filling this exam you are consenting to be bound by this agreement. If you do not agree to the terms of this agreement then you must not take this exam. This is a legal agreement between you and the PECB Group Inc. (“PECB”) that sets forth the terms and conditions of your use of the EXAM MATERIALS.

You understand, acknowledge, and agree that:

- The questions and answers of the Exam Materials are the exclusive and confidential property of PECB;
- You may not disclose the questions or answers or discuss any of the content of the Exam Materials with any person;
- You will not remove from the examination room any Exam Materials of any kind provided to you or any other material related to the Exam, including, without limitation, any notes or calculations;
- You will not copy or attempt to make copies (written, photocopied, or otherwise) of any Exam Materials, including, without limitation, any questions, answers, or screen images;
- You will not sell or give away the questions or answers;
- Violation of any of these provisions may cause irreparable harm to PECB for which monetary remedies may be inadequate, and therefore PECB may take all appropriate actions to remedy or prevent any unauthorized disclosure or misuse, including, without limitation, obtaining an immediate injunction.

By taking this PECB Exam, I also agree that PECB may enroll me in their system of processing exams by using my first and last name and email address, so I can activate the ‘myPECB Dashboard’ and receive my exam results and apply for certification online

Candidate’s signature (MANDATORY)

To be filled by the invigilator*

Invigilator verification of candidate’s ID	Verified <input type="checkbox"/>	/ Not Verified <input type="checkbox"/>
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EXAM RULES – ESSAY TYPE EXAM

1. Candidates shall use any kind of pen (blue or black color ink only) to write their answers. Using a pencil is not allowed.
2. Please write legibly. If the examiner is not able to read your answers, you may be asked to re-examine.
3. Candidates should respond to all questions, in detail, in the space provided.
4. This exam is “open book”; candidates are only authorized to use the following reference materials in hard copy:
 - a copy of the standard;
 - course notes from the Participant Handout;
 - any personal notes made by the student during the course;
 - a dictionary.
5. All attempt to copy, collude or otherwise cheat during the exam will be reported by the proctor in an incident report and will lead to the exam’s failure.
6. All electronic devices shall be turned off including cellular phones.
7. Candidates shall inform the invigilator when they need to use the washroom (more than one person cannot leave the room at the same time).
8. Results will be communicated by email in a period of 6 to 8 weeks, after taking the exam. The results will not include the exact grade the candidate had, only a mention of pass or fail.
9. Candidates who disagree with the exam results may request a re-evaluation by writing to examination@pecb.com
10. There is no limit on the number of times a candidate may retake an exam. However, there are some limitations in terms of allowed time-frames in between exam retakes, such as:
 - If a candidate does not pass the exam on the first attempt, he/she must wait 15 days for the next attempt (1st retake). Retake fee applies.
Note: *Students, who have completed the full training but failed the written 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 second attempt, he/she must wait 3 months (from the initial date of the exam) for the next attempt (2nd retake). Retake fee applies.
 - If a candidate does not pass the exam on the third attempt, he/she must wait 6 months (from the initial date of the exam) for the next attempt (3rd retake). Retake fee applies.

After the fourth attempt, a waiting period of 12 months from the last session date is required, in order for candidate to sit again for the same exam. Regular fee applies.

For the candidates that fail the exam in the 2nd retake, PECB recommends to attend an official training in order to be better prepared for the exam.

To arrange exam retakes (date, time, place, costs), the candidate needs to contact the PECB partner who has initially organized the session.

Annex B

**PECB Certified ISO/IEC 27001
Lead Auditor Exam**



Example

Sequential number	1
Date	2015 / 05 / 30
Location	MONTREAL

PECB

This section is for the exclusive use of the corrector

First Corrector	Second corrector (revised/ reevaluated*)	Minimum section grade
		15/25 (70%)
Name of the Corrector:		
Verified by:		
*choose one of the two		

Annex C

COURSE EVALUATION

Thank you for taking part in our training course. Serving our clients is our main priority. Please help us to improve our services by rating the following statements.

Date: _____ Course Name: _____

Instructor: _____

Course Evaluation Table					
Question	Evaluation				
Course Materials:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5
1. The course materials were clear and easy to read, follow and understand					
2. The course materials presented allowed me to gain practical knowledge					
3. The course supporting material (case study, exercises, quizzes) helped me understand concepts more clearly					
The Instructor:					
4. The instructor was well prepared and organized					
5. The instructor stimulated my interest in the subject					
6. The instructor had good ability to explain and illustrate concepts					
7. The instructor encouraged student participation					
8. The instructor provided answers to my questions					
9. The instructor was helpful during practice time					
The Facility/Room:					
10. The room/set-up was conducive to learning					
11. Overall, the logistics were satisfactory					
General Comments:					
12. The training course met my expectations					
13. Overall this training session was worth my time					
14. I will be able to apply what I have learnt in this training course in my role/position					

<input type="checkbox"/> PECB Website	<input type="checkbox"/> PECB Social Media	<input type="checkbox"/> Newsletter/ Email	<input type="checkbox"/> Search engine (Google, etc.)	<input type="checkbox"/> Friend- Colleague	<input type="checkbox"/> Other
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Would you recommend this course to a friend? Please outline your reasons.

What can be improved with regard to the structure, format, design, and other supportive materials?

Is there any other course in particular that you're interested to attend?

General comments:

Contact Details (optional):

Name:

Job Title:

Course attended:

By checking this box, I hereby approve PECB to send me informational information or marketing materials for the publication and promotion of training course(s).

Annex D

4. INVIGILATOR ATTESTATION

I certify that due diligence was exercised to maintain the integrity of PECB Certification Exam.

While acting as the Invigilator, I specially attest that:

1. All procedures and rules presented in the Invigilator Guide were followed in the exam administration, respecting the invigilator's eligibility criteria
2. I am not related to any of the examinees, nor am I a friend or a direct co-worker of any of them (supervisor of a participant or supervised by a participant)
3. No candidate or trainer was allowed to see any portion of the exam prior to the examination period.
4. Exams were kept unopened and locked in a secure location prior to examination.
5. All examination materials are to be returned to PECB on the next two business days following the exam session.
6. No reproductions of the exam were made, including copying, transcribing, recording, or removing exam pages.
7. Any circumstance that may have affected candidate's performance on the exam was reported in the incident report above.t)

Invigilator's Signature

Date (yyyy/mm/dd)

Annex E



1. GENERAL INFORMATION

Exam Site Code (if applicable):

Exam Title:

Name (optional):

Candidate number (optional):

2. COMMENTS

Lined area for writing comments, overlaid with a large diagonal watermark reading "Sample".