PECB BEYOND RECOGNITION

Candidate Handbook

LEAD DISASTER RECOVERY MANAGER

PECB

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SECTION I: INTRODUCTION

About PECB

PECB is a certification body which provides education[1] and certification in accordance with ISO/IEC 17024 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable evaluation and certification services against internationally recognized standards. Our mission is to provide services that inspire trust and continual improvement, demonstrate recognition, and benefit the society as a whole.

The key objectives of PECB are:

1. Establishing the minimum requirements necessary to certify professionals
2. Reviewing and verifying the qualifications of applicants to ensure they are eligible to apply for certification
3. Developing and maintaining reliable certification evaluations
4. Granting certifications to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certification
5. Establishing requirements for the periodic renewal of certification and ensuring compliance with those requirements
6. Ensuring that candidates meet ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to organizations, employers, public officials, practitioners in related fields, and the public

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[1] Education refers to training courses developed by PECB, and offered globally through our network of partners.

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The Value of PECB Certification

Why Choose PECB as Your Certification Body?

Global Recognition
Our certifications are internationally recognized and accredited by the International Accreditation Service (IAS); signatory of IAF Multilateral Recognition Arrangement (MLA) which ensures mutual recognition of accredited certification between signatories to the MLA and acceptance of accredited certification in many markets. Therefore, professionals who pursue a PECB certification credential will benefit from PECB's recognition in domestic and international markets.

Competent Personnel
The core team of PECB consists of competent individuals who have relevant sector-specific experience. All of our employees hold professional credentials and are constantly trained to provide more than satisfactory services to our clients.

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

Customer Service
We are a customer-centered company and treat all our customers with value, importance, professionalism, and honesty. PECB has a team of experts dedicated to support customer requests, problems, concerns, needs, and opinions. We do our best to maintain a 24-hours maximum response time without compromising the quality of the service.

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PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility, and independence
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession, by adhering to the professional standards and applicable techniques while offering professional services
3. Maintain competency in their respective fields and strive to constantly improve their professional capabilities
4. Offer only professional services for which they are qualified to perform, and adequately inform clients about the nature of the proposed services, including any relevant concerns or risks
5. Inform each employer or client of any business interests or affiliations that might influence their judgment or impair their fairness
6. Treat in a confidential and private manner the information acquired during professional and business dealings of any present or former employer or client
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted
8. Respect the intellectual property and contributions of others
9. Not, intentionally or otherwise, communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation
10. Not act in any manner that could compromise the reputation of PECB or its certification programs
11. Fully cooperate on the inquiry following a claimed infringement of this Code of Ethics

The full version of the PECB Code of Ethics can be downloaded here.

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Introduction to Lead Disaster Recovery Manager

Organizations nowadays heavily rely on IT systems to operate effectively. As such, having a disaster recovery plan in place to recover their IT systems in the event of a disaster is crucial. Disaster recovery entails the activities, processes, and procedures that enable an organization to return to normal operations after a disruptive event occurs. An effective disaster recovery plan enables an organization to prevent data loss, minimize disruptions and their costs, and improve its overall resilience.

The "Disaster Recovery Lead Manager" credential is a professional certification for individuals aiming to demonstrate the competencies to support an organization in developing, maintaining, testing, and improving a disaster recovery plan and lead a disaster recovery team.

Considering that organizations are more and more seeking to hire disaster recovery professionals, an internationally recognized certification can help you demonstrate your professional capabilities and exploit your career potential to achieve your professional objectives.

It is important to understand that PECB certifications are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competencies. PECB certifications are awarded to candidates that can demonstrate experience and have passed a standardized exam in the certification area.

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

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

Decide Which Certification Is Right for You

All PECB certifications have specific education and professional experience requirements. To determine the right credential for you, verify the eligibility criteria for various certifications and your professional needs.

Prepare and Schedule the Exam

All candidates are responsible for their own study and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process. Nevertheless, attending a training course can significantly increase candidates' chances of successfully passing a PECB exam.

To schedule an exam, candidates have two options:

1. Contact one of our partners who provide training courses and exam sessions. To find a training course provider in a particular region, candidates should go to Active Partners. The PECB training course schedule is also available on Training Events.
2. Take a PECB exam remotely from their home or any location they desire through the PECB Exam application, which can be accessed here: Exam Events.

To learn more about exams, competency domains, and knowledge statements, please refer to *Section III* of this document.

Application Fees for Examination and Certification

PECB offers direct exams, where a candidate can sit for the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: $1000
- Manager Exam: $700
- Foundation and Transition Exam: $500

The application fee for certification is $500.

For all candidates that have followed the training course and taken the exam with one of PECB's partners, the application fee includes the costs associated with examination, application for certification, and the first year of Annual Maintenance Fee (AMF) only.

Competency Domains

The objective of the "Lead Disaster Recovery Manager" exam is to ensure that the candidate has acquired the necessary expertise to support an organization in developing, implementing, maintaining, testing, and improving the disaster recovery plan.

The Lead Disaster Recover Manager certification is intended for:

- Professionals or consultants seeking to master the necessary concepts and processes related to disaster recovery
- Managers responsible for establishing a disaster recovery plan in an organization
- Individuals responsible for maintaining the IT infrastructure in an organization
- Members of a disaster recovery team

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The exam covers the following competency domains:

- **Domain 1:** Fundamental concepts of disaster recovery
- **Domain 2:** Planning disaster recovery
- **Domain 3:** Development and activation of the disaster recovery plan
- **Domain 4:** Selection of the disaster recovery site and competence development
- **Domain 5:** Disaster recovery testing and maintenance

Domain 1: Fundamental concepts of disaster recovery

Main objective: Ensure that the candidate understands and is able to interpret disaster recovery concepts

Competencies	Knowledge statements
1. Ability to understand and explain the main concepts of disaster recovery and ICT disaster recovery	1. Knowledge of the main concepts and terminology of disaster recovery (disaster, impact, hazard, business continuity, etc.)
2. Ability to understand and explain the differences between business continuity and disaster recovery	2. Knowledge of the relationship between disaster recovery and business continuity
3. Ability to understand and explain the benefits that an organization will obtain by establishing an effective disaster recovery plan	3. Knowledge of the benefits of an effective disaster recovery plan
4. Ability to understand and explain different tiers of disaster recovery strategies	4. Knowledge of disaster recovery strategies
5. Ability to understand and explain downtime costs and costs related to disaster recovery strategies	5. Knowledge of the costs related to downtime and disaster recovery strategies

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Domain 2: Planning disaster recovery

Main objective: Ensure that the candidate is able to manage a disaster recovery planning project

Competencies	Knowledge statements
1. Ability to collect, analyze, and interpret the information required to initiate a disaster recovery planning project	1. Knowledge of the main project management concepts, terminology, processes, and best practices
2. Ability to set disaster recovery objectives	2. Knowledge of typical disaster recovery objectives and how to achieve specific results
3. Ability to analyze the relevant factors when defining an approach for the disaster recovery planning project	3. Knowledge of the factors determining the approach and methodology for the disaster recovery planning project
4. Ability to estimate, acquire, and manage the required resources for the disaster recovery planning project	4. Knowledge of the resources required for disaster recovery planning project
5. Ability to assign the roles and responsibilities to the people involved in disaster recovery	5. Knowledge of disaster recovery project plan and disaster recovery team
6. Ability to identify the relevant interested parties and the activities required in disaster recovery	6. Knowledge of what the internal and external context of the organization entails
7. Ability to define and justify the disaster recovery planning project scope	7. Knowledge of the characteristics of a disaster recovery planning project scope
8. Ability to perform the different steps of the risk assessment process	8. Knowledge of the different approaches and methodologies used to conduct risk assessment
9. Ability to conduct a business impact analysis	9. Knowledge of the business impact analysis

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Domain 3: Development and activation of the disaster recovery plan

Main objective: Ensure that the candidate is able to develop and appropriately activate a disaster recovery plan

Competencies	Knowledge statements
1. Ability to select the appropriate risk treatment options 2. Ability to identify the necessary steps for disaster recovery plan development 3. Ability to create an inventory of IT assets 4. Ability to establish an effective communication process 5. Ability to establish an incident response plan 6. Ability to establish an emergency response plan 7. Ability to establish a crisis management plan 8. Ability to appropriately activate the established disaster recovery plan	1. Knowledge of risk mitigation strategies 2. Knowledge of disaster recovery plan development processes 3. Knowledge of asset management practices 4. Knowledge of communication strategies 5. Knowledge of the incident response process 6. Knowledge of the emergency response process 7. Knowledge of the crisis management process 8. Knowledge of the characteristics and the best practices regarding the activation of a disaster recovery plan

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Domain 4: Selection of the disaster recovery site and competence development

Main objective: Ensure that the candidate is able to provide guidance on establishing a recovery site and addressing the competency gaps regarding disaster recovery

Competencies	Knowledge statements
1. Ability to determine an appropriate recovery site 2. Ability to identify and analyze physical and environmental controls necessary for the protection of recovery facility 3. Ability to understand outsourced services and disaster recovery as a service 4. Ability to define and implement appropriate disaster recovery training and awareness programs	1. Knowledge of the relevant factors to consider when determining the appropriate recovery site 2. Knowledge of the main processes, tools, and techniques used to select the physical and environmental controls for the protection of recovery facility 3. Knowledge of the outsourced services and disaster recovery as a service 4. Knowledge of the processes related to the disaster recovery training and awareness programs

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Domain 5: Disaster recovery testing and maintenance

Main objective: Ensure that the candidate is able to evaluate, monitor, and measure the performance of a disaster recovery plan

Competencies	Knowledge statements
1. Ability to conduct disaster recovery testing 2. Ability to monitor and evaluate the effectiveness of a disaster recovery plan 3. Ability to verify to what extent the established disaster recovery objectives have been met 4. Ability to evaluate the disaster recovery plan through an internal audit program 5. Ability to perform regular and methodical reviews to ensure the suitability, adequacy, effectiveness, and efficiency of the disaster recovery plan based on the policies and objectives of the organization	1. Knowledge of the testing frequency, testing techniques, and levels of disaster recovery testing 2. Knowledge of the concepts related to performance evaluation 3. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of a disaster recovery plan 4. Knowledge of the main concepts related to an internal audit program 5. Knowledge of the continual improvement activities

Based on the abovementioned domains and their relevance, 80 questions are included in the exam, as summarized in the table below:

		Number of questions/points per competency domain	% of the exam devoted/points to/for each competency domain	Level of understanding (Cognitive/Taxonomy) required	
				Questions that measure comprehension, application, and analysis	Questions that measure synthesis and evaluation
Competency domains	Fundamental concepts of disaster recovery	10	12.5	X	
	Planning disaster recovery	20	25		X
	Development and activation of the disaster recovery plan	20	25		X
	Selection of the disaster recovery site and competence development	20	25	X	
	Disaster recovery testing and maintenance	10	12.5	X	
	Total	**80**	**100%**		
	Number of questions per level of understanding			**40**	**40**
	% of the exam devoted to each level of understanding (cognitive/taxonomy)			**50%**	**50%**

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

After successfully passing the exam, candidates will be able to apply for the "PECB Certified Lead Disaster Recovery Manager" credential depending on their level of experience.

Taking the Exam

General Information on the Exam

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

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

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

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

PECB Exam Format and Type

1. **Paper-based:** Exams are provided on paper and 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 detailed information about the online format, please refer to the [PECB Online Exam Guide](#).

PECB exams are available in two types:
1. Essay-type question exam
2. Multiple-choice question exam

This exam contains multiple choice questions: This format has been chosen because it has proven to be effective and efficient for measuring and assessing learning outcomes related to the defined competency domains. The multiple-choice exam can be used to evaluate a candidate's understanding on many subjects, including both simple and complex concepts. When answering these questions, candidates will have to apply various principles, analyze problems, evaluate alternatives, combine several concepts or ideas, etc. The multiple-choice questions are scenario based, which means they are developed based on a scenario that candidates are asked to read and are expected to provide answers to one or more questions related to that scenario. This multiple-choice exam is "open book", due to the context-dependent characteristic of the questions. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:
- Training course materials (accessed through PECB Exams app and/or printed)
- Any personal notes during the training course (accessed through the PECB Exams app and/or printed)
- A hard copy dictionary

Any attempt to copy, collude, or otherwise cheat during the exam session will lead to automatic failure.

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PECB exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examination@pecb.com.

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

For specific information about exam types, languages available, and other details, visit the List of PECB Exams.

Sample Exam Questions

Scenario:

Kled is an IT consulting company located in Lyon, France, which offers services throughout the Western Europe. Considering that COVID-19 pandemic caused a serious disruption in *Kled*'s operations from which it barely recovered, its top management recently decided to initiate a disaster recovery planning project which would address future disruptions.

Initially, they defined the scope, developed the schedule for the project, established the disaster recovery team, and set the disaster recovery objectives. Then, Kylian, the risk manager, conduct risk assessment using a model to combine probable disaster scenarios, vulnerabilities, and exposures. In addition, he prioritized risks based on their impact and likelihood in order to focus the treatment efforts into risks that have only high impact.

Next, they developed the disaster recovery plan and decided to develop a communication plan. During this process, it was emphasized that the communication process should involve ongoing contact between *Kled* and its internal and external interested parties, and that the information provided to them should be relevant and should be communicated using formats, language, and media that meet their interests and needs.

Kled also addressed the competence needs of the staff with regard to disaster recovery. To do so, they set up a drill where the staff of *Kled* was required to walk the evacuation path in order to identify possible hazards during a disaster.

Lastly, *Kled* decided to test its disaster recovery capability at least once a year by having the interested parties review each step of the disaster recovery plan, so they understand their roles and responsibilities in the event of a disaster.

Based on the scenario above, answer the following questions:

1. **Which risk assessment approach did Kylian use to conduct risk assessment?**
   A.   The exposure-based method
   B.   **The probabilistic method**
   C.   The quantitative deterministic method

2. **Kylian prioritized risks based on their impact and likelihood and decided to focus the treatment efforts into risks that only have high impact. Is this a good practice?**
   A. **No, Kylian should focus risk treatment efforts on risks with both high impact and likelihood**
   B. No, Kylian should focus risk treatment efforts only on risks that have a high likelihood of occurring
   C. Yes, Kylian should focus risk treatment efforts only on risks that have a high impact

3. **Which principle of an efficient communication plan is *Kled* taking into consideration?**
   A. Responsiveness
   B. Credibility
   C. **Appropriateness**

4. **Which type of drill did *Kled* set up to address competence needs?**
   A. Walk-through drill
   B. **Evacuation drill**
   C. Functional drill

5. **Which type of disaster recovery testing is Kled using to test its disaster recovery capability?**
   A. **Tabletop exercise**
   B. Plan review
   C. Simulation

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Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included.

- The time span for the communication starts from the exam date and lasts two to four weeks for multiple-choice paper-based exams.

- For online multiple-choice exams, candidates receive their results instantly.

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

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Exam Retake Policy

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

- If a candidate does not pass the exam on the 1st attempt, s/he 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, because 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: when scheduling the exam retake, use initial coupon code to waive the fee
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

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.

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Reschedule the Exam

For any changes with regard to the exam date, time, location, or other details, please contact examination@pecb.com.

Apply for Certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements need to be fulfilled in order to obtain a PECB certification. Candidates are required to fill out the online certification application form (that can be accessed via their PECB online profile), including contact details of references who will be contacted to validate the candidate's professional experience. Candidates can submit their application in various languages. Candidates can choose to either pay online or be billed. For additional information, contact certification@pecb.com.

The online certification application process is very simple and takes only a few minutes, as follows:
- Register your account
- Check your email for the confirmation link
- Log in to apply for certification

For more information about the application process, follow the instructions on this manual Apply for Certification.

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

PECB provides support in both English and French.

Renew your Certification

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

Closing a Case

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

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SECTION III: CERTIFICATION REQUIREMENTS

Lead Disaster Recovery Manager

The requirements for PECB Lead Disaster Recovery Manager certifications are:

Credential	Exam	Professional experience	Disaster recovery project experience	Other requirements
PECB Certified Provisional Disaster Recovery Manager	PECB Certified Lead Disaster Recovery Manager exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified Disaster Recovery Manager	PECB Certified Lead Disaster Recovery Manager exam or equivalent	Two years: One year of work experience in ICT disaster recovery management	ICT disaster recovery activities: A total of 200 hours	Signing the PECB Code of Ethics
PECB Certified Lead Disaster Recovery Manager	PECB Certified Lead Disaster Recovery Manager exam or equivalent	Five years: Two year of work experience in ICT disaster recovery management	ICT disaster recovery activities: A total of 300 hours	Signing the PECB Code of Ethics
PECB Certified Senior Lead Disaster Recovery Manager	PECB Certified Lead Disaster Recovery Manager exam or equivalent	Ten years: Seven years in ICT disaster recovery management	ICT disaster recovery activities: A total of 1,000 hours	Signing the PECB Code of Ethics

To be considered valid, the ICT disaster recovery activities should follow best practices and include the following:
1. Establishing a disaster recovery plan
2. Identifying assets, threats, existing controls, vulnerabilities and consequences (impacts)
3. Assessing consequences and incident likelihood
4. Evaluating disaster recovery strategies
5. Selecting and implementing disaster recovery strategies
6. Reviewing a disaster recovery plan

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SECTION IV: CERTIFICATION RULES AND POLICIES

Professional References

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their disaster recovery planning experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid.

Professional Experience

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the résumé.

Disaster Recovery Planning Project Experience

The candidate's disaster recovery planning project log will be checked to ensure that the candidate has the required number of project hours.

Evaluation of Certification Applications

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

Denial of Certification

PECB can deny certification if candidates:
- Falsify the application
- Violate the exam procedures
- Violate the PECB Code of Ethics
- Fail the exam

For more detailed information, refer to "Complaint and Appeal" section.

The application payment for the certification is non-refundable.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:
- PECB receives large amounts of or serious complaints by interested parties (Suspension will be applied until the investigation has been completed.).
- The logos of PECB or accreditation bodies are intentionally misused.
- The candidate fails to correct the misuse of a certification mark within the time frame determined by PECB.
- The certified individual has voluntarily requested a suspension.
- PECB deems appropriate other conditions for suspension of certification.

Revocation of Certification

PECB can revoke certification if the candidate fails to fulfill the PECB requirements. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Other reasons for revoking certification can be if candidates:

- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other PECB rules

Upgrade of Credentials

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to login in to their PECB Account, visit the "My Certifications" tab, and click on the "Upgrade" link. The upgrade application fee is $100.

Downgrade of Credentials

A PECB Certification can be downgraded to a lower credential due to the following reasons:

- The AMF has not been paid.
- The CPD hours have not been submitted.
- Insufficient CPD hours have been submitted.
- Evidence on CPD hours has not been submitted upon request.

Note: *PECB certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. More information about these statuses and the permanent cessation status, and how to apply, please visit Certification Status Options.

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SECTION V: PECB GENERAL POLICIES

PECB Code of Ethics

Adherence to the PECB Code of Ethics is a voluntary engagement. It is important that PECB certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found here.

Other Exams and Certifications

PECB accepts certifications and exams from other recognized accredited certification bodies. PECB will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective PECB certification (e.g., ISO/IEC 27001 Lead Auditor certification).

Non-discrimination and Special Accommodations

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

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the Partner/Distributor in order for them to make proper arrangements. Any information candidates provide regarding their disability/need will be treated with strict confidentiality.

Click here to download the Candidates with Disabilities Form.

Complaints and Appeals

Any complaints must be made no later than 30 days after receiving the certification decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If they do not find the response satisfactory, the candidate has the right to file an appeal. For more information about the complaints and appeal procedures, click here.

(1) According to ADA, the term "reasonable accommodation" may include: (A) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

(2) ADA Amendments Act of 2008 (P.L. 110-325) Sec. 12189. Examinations and courses. [Section 309]: Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or post-secondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.

PECB BEYOND RECOGNITION

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PECB Help Center
Visit our Help Center to browse Frequently Asked Questions (FAQ), view manuals for using PECB website and applications, read documents related to PECB processes, or to contact us via Support Center's online tracking system.

Emails:
Examination: examination@pecb.com
Certification: certification@pecb.com
Customer Service: customer@pecb.com

www.pecb.com