

PEOPLECERT Professional Certifications In Management Systems Certification Guide

For Foundation, Professional,
Consultant & Auditor Levels



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www.peoplecert.org

PEOPLECERT

The Experts in certifying Professionals

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A. INTRODUCTION

I. About PEOPLECERT

PEOPLECERT is a **global organization** that offers a **comprehensive portfolio of professional certifications** that evaluate competence, know-how and expertise. Through established partnerships with some of the world's leading associations and organizations, PEOPLECERT represents key **global brands**, including **ITIL, IASSC Lean Six Sigma, ECDL/ICDL** and **City & Guilds**. In addition, the organization has developed a portfolio of 25 professional certifications in Management Systems based on global ISO standards.

PEOPLECERT is committed to the continuous investment in quality and business excellence, and as such complies with the **ISO 17024** as Personnel Certification Body and is certified by Lloyds Register according to **ISO 9001** for Quality Management, **ISO 10002** for Customer Satisfaction & Complaints Handling, **ISO 14001** for Environmental Management and **ISO 27001** for Information & Data Security. The organization is also certified with the "**Committed to Excellence**" distinction from the European Foundation of Quality Management (**EFQM**).

Aiming to not only meet changing market trends, but become the driving force behind them, PEOPLECERT is a **Full Member** of the **International Personnel Certification Association (IPC)** and has a dedicated **Executive Council of industry recognized experts** who advise on the latest global trends in education and certification.

With **100+** full time employees, **1,000+** external associates, the organization has delivered more than **3,000,000 exams** in **165 countries** to date.

II. TERMS AND DEFINITIONS

For the purposes of this specification document, the terms and definitions provided within the ISO/IEC 17024 standard, as well as the terms and definitions below, apply:

Accredited Training Organization (ATO): an organization that has been assessed and approved by PEOPLECERT to run officially accredited PCMS training courses and administer PCMS examinations.

Appeal: request by applicant, candidate or certified person for reconsideration of any adverse decision made by PEOPLECERT related to her/his desired certification status.

Applicant: an individual applying for certification against a specific certification scheme.

Approved Examination Organization (AEO): an organization that has been assessed and approved by PEOPLECERT to administer PCMS examinations.

Candidate: an applicant who has fulfilled specified prerequisites, allowing his/her participation in the certification process.

Certification process: all activities by which PEOPLECERT establishes that a person fulfils specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, use of certificates and logos/marks.

Certification scheme: specific certification requirements related to specified categories of persons to which the same particular standards and rules, and the same procedures apply.

Competence: demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes, as defined in the certification scheme.

Complaint: conformity assessment request, other than an appeal, by any organization or individual for corrective action relating to the activities of PEOPLECERT.

Evaluation: process that assesses a person's fulfilment of the requirements of the scheme, leading to a decision on certification.

Examination: mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as written, oral, practical and observational.

Examiner: person with relevant technical and personal qualifications, competent to conduct and/or score an examination.

Qualification: demonstration of personal attributes education, training and/or work experience

Professional Certifications in Management Systems (PCMS): certifications offered by PEOPLECERT aimed at Management Systems professionals and based on globally recognised ISO standards.

III. PEOPLECERT Professional Certifications in Management Systems (PCMS)

Organizations around the world recognize the value of using management systems to control business risk through benchmarking, process optimization and disciplined management thinking. To do so, they rely on competent professionals with a proven know how of management systems.

Working with a team of experts in each field, PEOPLECERT has designed a unique portfolio of competence based certifications that measure a person's knowledge, skills and experience on the following standards:

- ISO/IEC 20000 - Information Technology Service Management
- ISO/IEC 27000 - Information Security
- ISO 9001 – Quality
- ISO14001 – Environment
- ISO 22000 – Food Safety

at two distinct levels:

- Foundation
- Professional

leading to two different paths, each with different grades depending on the person's experience:

- Management Systems Auditor and
- Management Systems Consultant

allowing professionals to verify their knowledge depending on their chosen career path progression.

More information on the ISO standards included in the PEOPLECERT Professional Certifications in Management Systems scheme can be found at www.peoplecert.org and in the relevant syllabus.

Who are they for?

- **Foundation level**, for professionals with strong knowledge of a particular ISO-based Management System. **Professional level**, for professionals who can demonstrate not only strong knowledge, but an ability to implement a particular **ISO-based Management System**.
- **Auditor level**, for professionals who want to demonstrate their competence as Management Systems Auditors in the Management Systems standards for which they have been certified at the Professional level or equivalent. The Auditor scheme consists of 4 grades:

- **Provisional Auditor**, the entry level certification for applicants with the academic, professional and technical competency, but with no auditing experience.
- **Auditor**, the middle level certification, for applicants who already have some auditing experience as members of an audit team.
- **Lead Auditor**, the senior level certification, for applicants with the competencies required to effectively manage an audit team and coordinate all aspects of a complete audit.
- **Internal Auditor**, for professionals who wish to perform audits within their organization, either alone or as a member of an audit team.
- **Consultant level**, for professionals who want to demonstrate their competence as Consultants in the PCMS for which they have been certified at the Professional level or equivalent. The Consultant scheme consists of 3 grades:
 - **Junior Consultant**, the entry level certification for applicants who demonstrate academic, professional and technical competencies and have basic work experience.
 - **Consultant**, the middle level certification for applicants with the academic, professional and technical competencies and work experience as Consultants.
 - **Senior Consultant**, the senior level certification for applicants who have demonstrated the competencies required to effectively manage a consultancy team and coordinate all aspects of a Consulting project set up and implementation.

What are the progression paths?

The following scheme demonstrates the different certification levels and grades.



- **Foundation level:** the entry level certification for which no training is required, although is highly recommended.
- **Professional level:** for candidates who have successfully completed the Foundation level.

- **Auditor level:** for professionals who hold a Professional certification and wish to get certified as Auditors, through an exam in ISO 19011:2011 “Guidelines for auditing management systems”.
- **Consultant level:** for professionals who hold a Professional certification and wish to get certified as Consultants through an exam in ISO 10019:2005 “Guidelines for the selection of quality management system consultants and use of their services”.
- The Auditor and Consultant levels include 3 different grades, depending on the candidate’s experience.
- For the Auditor, Lead Auditor, Consultant and Senior Consultant grades, candidates are required to take a **Personal Attribute Assessment Test**.
- Professionals holding a Professional level certification in more than one PCMS will be automatically certified with the Auditor or Consultant certification for all the Professional level certifications, upon successfully meeting the Auditor or Consultant grade requirements.

B. Certification Process

1. Certification Requirements

The next chapter describes each certification level's requirements and specifications, including:

Education: the minimum education requirements a professional needs to demonstrate to apply for this level.

Work experience: The minimum work experience required for a candidate in a professional, technical or managerial profession.

Specific Experience: Experience in the Management System of the certification applied for.

Auditing Experience: Applicants applying for the Auditor Level should demonstrate relevant auditing experience with supportive documentation.

- Audits should have been performed during the previous 3 year period.
- PEOPLECERT only accepts audits that have been performed according to the ISO 19011 and the relevant ISO standard.
- PEOPLECERT accepts Supplier (or second party) audits, certification (or third party) audits and internal (or first party audits) and consultancy audits which can be performed as first, second or third party audits.
- For Internal audits, PEOPLECERT accepts internal audits performed by the candidate if:
 - They are independent from the operational activities he/she is auditing
 - The scope of audit required different auditing skills.

All audits shall involve the entire audit process, from preparation to reporting and shall be for the purpose of determining conformance, not combined with the provision of advice regarding the development /improvement of the relevant Management system. An audit shall be completed in no less than 6 hours on site. Auditing on site includes the opening and closing meeting and the conformance auditing phase, but excludes planning, documentation review and preparation of the audit report even when these functions are performed on the premises of the auditee.

Consulting Experience: The Consultant's relevant experience can include a combination of some or more of the following:

- Practical work experience
- Experience in management in the relevant ISO standard.
- Experience in implementing the relevant management system, in one or more of the following capacities:
 - Providing consultancy services
 - As a management system team leader (coordinator) in a relevant ISO standard
 - Performing a function related to the ISO standard.

Prerequisite Certifications: Relevant certifications required, obtained through either PEOPLECERT or a relevant and recognised certification body.

Training: Minimum training requirements completed through an accredited training organization.

Exam: The number and type of questions included in the certification level's exam and the exam duration.

Following are the certification requirements per level.

1.1 Foundation level

Education	At least secondary education
Work experience	Not required
Specific experience	Not required
Prerequisite Certifications	Not required
Training	Not mandatory but it is highly recommended that candidates complete a training course through a PEOPLECERT Accredited Training Organization, the duration of which will depend on the PCMS as described in the relevant syllabus.
Exam	Candidates are required to successfully pass (over 65%) the Foundation exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes. For more information please refer to the relevant PCMS Syllabus.

1.2 Professional level

Education	At least secondary education
Work experience	Not required
Specific experience	Not required
Prerequisite Certifications	PEOPLECERT Foundation certificate in the relevant PCMS.
Training	It is mandatory that candidates complete a training course through a PEOPLECERT Accredited Training Organization, the duration of which will depend on the PCMS as described in the relevant syllabus and up to 3 years prior to the application.
Exam	Candidates are required to successfully pass (over 65%) the PEOPLECERT Professional exam. The exam has 40 multiple choice questions and the exam duration is 90 minutes. For more information please refer to the relevant PCMS Syllabus.

1.3 Auditor level

<i>Provisional Auditor</i>	
Education	At least secondary education
Work experience	Two years or one year with a degree
Specific experience	One year of work experience in a Management System.
Prerequisite Certifications	A PEOPLECERT Professional certificate issued in the last 3 years
Training	It is mandatory that candidates complete a PEOPLECERT Lead Auditor/Auditor course (24 hrs course) through a PEOPLECERT

Accredited Training Organization, up to 3 years prior to the application.

Auditing Experience

Not required

Exam

Candidates are required to successfully pass (over 65%) the PEOPLECERT ISO 19011 exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes. For more information please refer to the PEOPLECERT ISO 19011 Syllabus.

Internal Auditor

Education

At least secondary education

Work experience

Two years or one year with a degree

Specific experience

One year of work experience in a Management System.

Prerequisite Certifications

A PEOPLECERT Professional certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Lead Auditor/Auditor course (24 hrs course) through a PEOPLECERT Accredited Training Organization, up to 3 years prior to the application.

Auditing Experience

Five complete internal audits (15 hours) in the relevant Management System

Exam

Candidates are required to successfully pass (over 65%) the PEOPLECERT ISO 19011 exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes. For more information please refer to the PEOPLECERT ISO 19011 Syllabus.

Auditor

Education

At least secondary education

Work experience

Four years or three years with a degree

Specific experience

Two years of work experience in a management system

Prerequisite Certifications

A PEOPLECERT Professional certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Lead Auditor/Auditor course (24 hrs course) through a PEOPLECERT Accredited Training Organization, up to 3 years prior to the application.

Auditing Experience

Four complete audits as a team member (20 days of audit, 10 days on site) in the relevant Management System.

Exam

Candidates are required to:

1. Successfully pass (over 65%) the PEOPLECERT ISO 19011 exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes.
2. Take the Personal Attribute Assessment Test.

For more information please refer to the PEOPLECERT ISO 19011 Syllabus.

Lead Auditor

Education

At least secondary education

Work experience

Five years or four years with a degree

Specific experience

Two years of work experience in a Management System

Prerequisite Certifications

A PEOPLECERT Professional PCMS certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Lead Auditor/Auditor course (24 hrs course) through a PEOPLECERT Accredited Training Organization. The training must have been completed up to 3 years prior to the application.

Auditing Experience

In addition to the auditor grade experience, three complete audits as a lead auditor (15 days of audit, 10 days on site) in the relevant Management System

Exam

Candidates are required to:

1. Successfully pass (over 65%) the PEOPLECERT ISO 19011 exam. The test has 40 multiple choice questions and the exam duration is 60 minutes.
2. Take the Personal Attribute Assessment Test.

For more information please refer to the PEOPLECERT ISO 19011 Syllabus.

1.4 Consultant level

Junior Consultant

Education

At least secondary education

Work experience

Two years or one year with a degree

Specific experience

One year of work experience in a Management System

Prerequisite Certifications

A PEOPLECERT Professional certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Consultant course (24 hrs course) through a PEOPLECERT Accredited Training Organization, up to 3 years prior to the application.

Consulting Experience

Not required

Exam

Candidates are required to successfully pass (over 65%) the PEOPLECERT ISO 10019 exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes. For more information please refer to the PEOPLECERT ISO 10019 Syllabus.

Consultant

Education

At least secondary education

Work experience

Four years or three years with a degree

Specific experience

Two years of work experience in a Management System

Prerequisite Certifications

A PEOPLECERT Professional certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Consultant course (24 hrs course) through a PEOPLECERT Accredited Training Organization, up to 3 years prior to the application.

Consulting Experience

4 complete Management System projects as a member of a consultancy team

Exam

Candidates are required to:

1. Successfully pass (over 65%) the PEOPLECERT ISO 10019 exam. The exam has 40 multiple choice questions and the exam duration is 60 minutes.
2. Take the Personal Attribute Assessment Test.

For more information please refer to the PEOPLECERT ISO 10019 Syllabus.

Senior Consultant

Education

At least secondary education

Work experience

Five years or four years with a degree

Specific experience

Two years of work experience in a Management System

Prerequisite Certifications

A PEOPLECERT Professional certificate issued in the last 3 years

Training

It is mandatory that candidates complete a PEOPLECERT Consultant course (24 hrs course) through a PEOPLECERT Accredited Training Organization, up to 3 years prior to the application.

Consulting Experience

4 complete Management Systems projects as a team leader of a consultancy team

Exam

Candidates are required to:

1. Successfully pass (over 65%) the PEOPLECERT ISO 10019 exam. The test has 40 multiple choice questions and the exam duration is 60 minutes.
2. Take the Personal Attribute Assessment Test.

For more information please refer to the PEOPLECERT ISO 10019 Syllabus.

2. Knowledge Competencies

The body of knowledge for each certification level is defined in the corresponding syllabus, which also specifies the degree of competence candidates are expected to demonstrate.

2.1. Auditor level

Candidates for the Auditor level shall demonstrate knowledge of the following:

For Provisional Auditors, Internal Auditors, Auditors and Lead Auditors:

- General knowledge of management systems
- Standardization issues
- Certification issues
- Program Management practices
- Internal auditing practices

In addition, for Auditors:

- Types of audits: management system audits, process and product audits
- Principles, procedures and techniques of auditing
- How to relate the auditee management system to the audit criteria
- How to conduct an effective audit in the context of the audited organizational situation
- How to evaluate a process approach based management system
- Regulations, and other specific considerations that are relevant to the management system to be audited
- Personal attributes necessary for the effective and efficient conduct of a management system audit
- Statistical methods: sampling techniques, basic statistical methods (bar-charts, pie-charts, line-charts and trend-charts), Statistical Process Control, FMEA
- How to communicate effectively with the auditee and audit client
- How to consider the procedures common to the other management systems
- How to interpret an integrated management system
- How to interpret the financial statements and ratios

In addition, for Lead Auditors:

- How to communicate with senior management
- How to establish, plan and task the activities of an audit team
- How to organize and direct audit team members
- How to read and evaluate an organizational business plan
- How to determine Human Resources (HR) best practice
- How to determine appropriate business improvement tools
- How to evaluate the management system effectiveness
- How to prepare and complete the audit report

2.2. Consultant level

Candidates for the Consultant level shall demonstrate knowledge of the following:

Junior Consultants

- General knowledge of management systems
 - Standardization issues
 - Certification issues
 - Program Management practices
 - Internal auditing practices
- **Relevant standards:** ISO 19011 Guidelines for quality and/or environmental management systems auditing
- National and international certification/registration and accreditation systems and the requirements for certification for such and, the processes and procedures for national certification of products, systems and personnel.
- General management principles, methodologies and techniques for management systems, including:
 - continual improvement tools and techniques
 - appropriate statistical techniques
 - auditing methodologies and techniques
 - principles for economics of quality
 - team work techniques
 - PDCA (Plan-Do-Check-Act) methodology
 - policy deployment methodology
 - process mapping techniques
 - problem solving techniques
 - techniques for monitoring customer/employee satisfaction
 - brainstorming techniques
- Organization specific knowledge and skills: Applicants shall demonstrate the ability to recognize the existence and the significance of the relevant statutory and regulatory requirements (e.g. local, regional, national or international) applicable to the organization's activities. In particular applicants shall demonstrate how they recognized these to be applicable to the organization's activities where they provided consulting services.
- Product, process and organization requirements. Customer expectations prior to initiating their consulting services, and should understand the key factors relevant to the product sector in which the organization operates.
 - to identify the key characteristics of the organization's processes and related services
 - to understand the sequence and interaction of the organization's processes and their effect on meeting service requirements
 - to understand the terminology of the sector in which the organization operates
 - to understand the strategic linkage between business objectives and competence resource needs

- Management practices
- Consultants should have knowledge of relevant management practices to understand how the management system integrates and interacts with the overall management system of the organization, including its human resources, and how it will be deployed to secure the goals and objectives of the organization. Therefore, applicants shall have knowledge of relevant management practices such as:
 - effective communication and training
 - human resources management
 - marketing (customer focus, customer needs)
 - information & communication technology
 - personal computer utilization

In addition, for Consultants and Senior Consultants:

- Statistical techniques
- auditing methodologies and techniques
- principles for economics of quality
- team work techniques
- PDCA (Plan-Do-Check-Act) methodology
- policy deployment methodology
- process mapping techniques
- problem solving techniques
- techniques for monitoring customer/employee satisfaction
- brainstorming techniques

3. Initial Application

- Candidates can visit the PEOPLECERT website (www.peoplecert.org) to locate a PEOPLECERT Accredited Training Organization or an Approved Examination Organization in a preferred area.
- Prior to taking an exam, the candidate will need to provide evidence of the following:
 - Copies of diplomas and certificates required for each level, clearly indicating the awarding body, the title and date of the award. If a copy is not available, then a confirmation letter of the appropriate body is required.
 - Documentary evidence of work experience as required for each level, signed by the applicant's employer, or a reference letter clearly stating the position held, employment duration and areas of responsibility.
 - Evidence of the relevant Training course completion.
 - Audit log, signed by the employer, the auditee or the lead auditor, to include:
 - Date of audit
 - Audit duration, including onsite audit and total duration
 - ISO standard used
 - Type of audit (internal, second or third party, consultancy or contract)
 - Contact details of the auditee
 - Contact details of the client organization client
 - Contact details of the lead auditor
 - Number of auditors in the audit team
 - Applicant's role in the audit
- All documents should be in English.
- All information will be treated as confidential, except in cases where the applicant has agreed for the release of the specific information.
- PEOPLECERT may contact external parties to verify the information submitted.
- Once the above have been reviewed, the candidate will be eligible for the relevant exam. Review takes place in up to 4 weeks.

3.1. Application Review

An initial review takes place by the PEOPLECERT Exams department, to ensure that the candidate meets the basic requirements of the certification level he/she is applying for and that all the necessary supportive documentation is included in the application. Once approved, applications are sent to the Examiner.

Once reviewed, the candidate will be notified whether his/her application has been approved and will be sent further details regarding the exam. If the application does not meet the certification level's requirements or if the supportive documentation is not included, the application is rejected.

All the candidates' Personal Information (i.e. name, surname, address, email, phone numbers, photo ID) received by PEOPLECERT in connection with certification process and exam administration will be

handled and treated in the manner outlined in the Privacy Policy as analytical described at www.peoplecert.org.

4. Exam process

Once the application has been evaluated, the candidate will be notified of the eligibility to take the exam. Exam duration and format varies depending on the level and according to relevant Syllabus. Please note that an extra 15 minutes will be allowed for candidates whose native language is different to the exam one for all levels apart from the Professional level, in which an extra 30 minutes will be allowed.

Furthermore for the auditor and consultant levels (auditor and consultant grade and above) candidates will need to pass the Personal Attribute Assessment Test.

Personal Attribute Assessment Test

The Personal Attribute Assessment Test measures a professional's personal attributes, including how:

- Open-minded, i.e. willing to consider alternative ideas or points of view
- Diplomatic, i.e. tactful in dealing with people
- Observant, i.e. actively aware of physical surroundings and activities
- Perceptive, i.e. instinctively aware of and able to understand situations
- Versatile, i.e. adjusts readily to different situations
- Tenacious, i.e. persistent, focused on achieving objectives
- Decisive, i.e. reaches timely conclusions based on logical reasoning and analysis
- Self-reliant, i.e. acts and functions independently while interacting effectively with others
- Professional, i.e. exhibiting a courteous, conscientious behaviour in the workplace
- Morally-courageous, i.e. willing to act responsibly and ethically even though these actions may not always be popular and may sometimes result in disagreement or confrontation
- Organized, i.e. effective time management, prioritisation, planning and efficiency

The format of the test is as follows.

- 85 multiple-choice questions
- 6 possible answers to each question
- Duration: 35 minutes

This will be a simple examination consisting of specific questions which examine a candidate's ability to demonstrate personal attributes and is not a 'go/no-go' evaluation. Simply, it will indicate where an applicant may experience difficulty in terms of demonstrating specific attributes and the result will be considered in relation to the other competencies of skill, knowledge and qualification.

Where PEOPLECERT may have a concern, the candidate will be required to attend an online interview with an Examiner. The examiner will validate the result and recommend appropriate professional development. It may be a simple case of the candidate misreading the examination, or in the most extreme cases PEOPLECERT may decline the candidate's certification.

5. Certification Process

5.1. Exam Results

For web based exams, preliminary results are available at the end of each exam. Official results are issued 2 days after the exam.

For paper based exams, results are issued 2 days after the exam answer sheets are received by PEOPLECERT. Upon availability of the official results, candidates are notified by e-mail.

5.2. Certification Decision

PEOPLECERT will evaluate the exam results and if all the certification requirements are met will decide and determine the outcome of the certification. PEOPLECERT will notify the candidate of the certification decision.

5.3. Issuing of Certificates

Hard copy certificates are shipped within 2 days of the official certification decision. Certified professionals can also access and download their e-certificate by visiting their profile at <https://candidate.peoplecert.org/>. Certified professionals will be provided with a unique number which verifies their competence in the specific certification level and Syllabus and which can be used to verify their certificate. Certified professionals at the Auditor and Consultant level, will also receive an identification card.

6. Process after certification

6.1. Annual Surveillance

No surveillance or recertification is required for the Foundation and Professional levels.

Certified professionals in the Auditor and Consultant level are obliged to demonstrate an ongoing use of their certification level's competence and knowledge and a continuous professional growth. Surveillance is annual and measures the candidate's demonstration of the above.

For the annual surveillance, certified professionals need to provide the following:

- Evidence of Continuous Professional Development (CPD): should have completed 15 hours of the appropriate CDP like training, seminars, open learning, publishing articles etc (in total 45 CDPs during the 3 year period prior to the recertification).

For the Auditor level:

- Maintenance of an Audit Log which should include recorded details of all audits completed.

Minimum Requirements

- Internal Auditors should have completed at least 2 acceptable audits per year (6 during the 3 year period prior to the recertification)
- Auditors should have completed at least 2 acceptable audits per year (6 during the 3year period prior to the recertification)

- Lead Auditors should have completed at least 2 acceptable audits (as leader of a team) per year (6 during the 3year period prior to the recertification).
- Maintenance of a log with all complaints concerning their professional conduct.
- Payment of the Annual fee.

For the Consultant level:

- Consultants must provide evidence of 2 acceptable consulting projects per year (6 during the 3 year period prior to the recertification)
- Senior Consultants must provide evidence of 2 acceptable consulting projects (as leader of a team) per year (6 during the 3 year period prior to the recertification)
- Maintenance of a log with all complaints concerning their professional conduct.
- Payment of the Annual fee.

PEOPLECERT will evaluate and assess the above and, if all the requirements are met, will issue an updated identification card for the candidate.

6.2. Recertification

Three years after the initial certification and if candidates meet the annual surveillance requirements, candidates can apply for recertification. Recertification requires the payment of a relevant recertification fee as described in the PEOPLECERT Pricelist for Professionals.

Once the recertification application is approved, candidates receive a new certificate and continue to be maintained in the PEOPLECERT Registry. In case a candidate fails to meet the recertification criteria, his/her certificate is withdrawn and the candidate is removed from the Registry.

6.3. PEOPLECERT Registry

The PEOPLECERT Registry includes the following data:

- Full name
- Certificate level and number
- Syllabus
- Certificate issue date
- Surveillance date

6.4. How to regrade

Certified professionals can apply to be regarded at any time if they meet the requirements of the grade they are applying for. To apply for regrade, the certified professional should complete the relevant audit/consulting logs and enclose any additional information required and pay the regrade fee as described in the PEOPLECERT Pricelist for Professionals.

6.5. Use of Certification

Certified professionals will be provided with a Certificate which verifies their competence in the specific certification level and Syllabus. Certified professionals can not imply in any way that their certification covers any other areas of expertise apart from the ones mentioned in their PEOPLECERT certificate.

6.6. Cancellation and withdrawal of Certificates

PEOPLECERT retains the right to withdraw the certificate of professionals who do not comply with certification criteria.

PEOPLECERT retains the right to undertake action against the certification of professionals who act against the PEOPLECERT Code of Conduct, through the suspension of certification and, in instances of serious or sustained non conformities, withdrawal of certification. Notices of withdrawal of certification are published by the PEOPLECERT in the relevant registry.

6.7. Compliance with the Code of Conduct

Certified professionals need to demonstrate compliance with the relevant Code of Conduct.

6.7.1. Code of Conduct of Professionals

Professionals undertake to:

- act professionally, accurately and in an unbiased manner
- use the title of their expertise on the specific ISO standard as appears in the Certificate by PEOPLECERT.

6.7.2. Code of Conduct of Auditors

Professionals have the responsibility to:

- act professionally, accurately and in an unbiased manner
- strive to increase the competence and prestige of the auditing profession
- assist those under their supervision in developing their management, professional and auditing skills.
- not undertake audits they are not competent to perform
- not represent conflicting or competing interests and do not disclose to any customer or employer any relationships that may influence their judgment
- not discuss or disclose any information relating to an audit unless required by law or authorized in writing by the audited and the auditing organization
- not accept any commission, gift or any other benefit from audited organizations, their employees or any interested party or knowingly allow colleagues to do so
- not intentionally communicate false or misleading information that may compromise the integrity of any audit or the auditor certification process
- not act in any way that would prejudice the reputation of PEOPLECERT, and
- co-operate fully with any inquiry in the event of any alleged breach of this code.

Nonconformity of Auditors with this Code is evaluated by PEOPLECERT Certification Council after suggestion of the Examiner Division Manager. The Certification Council reaches a final decision.

6.7.3. Code of Conduct of Consultants

Consultants undertake to:

- act professionally, accurately and in an unbiased manner
- strive to increase the competence and prestige of the consultancy profession
- assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- avoid the offering of services where they do not have the necessary competence
- avoid the creation of unnecessary dependence on their services
- maintain the confidentiality of information provided by or acquired from the organization
- provide realistic cost estimates for their consulting services, based on the scope, nature and extent of the services to be provided
- avoid and/or declare any conflict of interest that may affect the work to be carried out
- maintain independence from ITSM certification or accreditation bodies
- maintain impartiality in an organization's selection of certification bodies/registrars
- not act in any way that would prejudice the reputation of PEOPLECERT and to co-operate fully with an inquiry in the event of any alleged breach of this code.

Nonconformity of Consultants with this Code is evaluated by PEOPLECERT Certification Council after suggestion of the Examiner Division Manager. The decision of Certification Council is final.

6.8. Complaints and objections

Certified professionals and applicants have the right to object to any decision taken by PEOPLECERT. PEOPLECERT has a documented procedure for the assessment of complaints and objections. To submit a complaint or objection, applicants need to contact support@peoplecert.org

The assessment of complaints normally takes place within 10 business days.

NOTICE

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