PECB
BEYOND RECOGNITION

ISO/IEC 27001 FOUNDATION

Candidate Handbook

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SECTION I: INTRODUCTION

About PECB

PECB is a certificate issuer which provides certificate programs in accordance with ASTM E2659-18 for individuals on a wide range of disciplines.

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

Our key objectives are:
1. Establishing the minimum requirements necessary for the certificate programs
2. Reviewing and verifying the qualifications of individuals to ensure they are eligible to apply for the certificate programs
3. Developing and maintaining reliable exams
4. Granting certificates to qualified candidates, maintaining records, and publishing a directory of the holders of valid certificates
5. Representing our stakeholders in matters of common interest
6. Promoting the benefits of certificate programs to professionals, businesses, governments, and the public

Our mission

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

Our vision

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

Our values

Integrity, Professionalism, Fairness

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The Value of PECB Certificate Program

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

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

For more detailed information on our accreditation and affiliations, click here.

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

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

Customer-oriented service
We are a customer-oriented company and treat all our clients with value, importance, professionalism, and honesty. PECB has a team of experts who are responsible for addressing requests, questions, and needs. We do our best to maintain a 24-hour maximum response time without compromising the quality of the services.

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

PECB Code of Ethics

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

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

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

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

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

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

Introduction to the ISO/IEC 27001 Foundation Certificate Program

ISO/IEC 27001 specifies the requirements for establishing, implementing, maintaining, and continually improving an information security management system (ISMS).

Purpose and scope

This training course is designed to help the participants understand the principles of information security and the requirements for an information security management system based on ISO/IEC 27001:2022. Furthermore, the "ISO/IEC 27001 Foundation" certificate aims to demonstrate that individuals obtaining this certificate are acquainted with ISO/IEC 27001 requirements for implementing and managing an ISMS.

Upon successful completion of this training course, the participants will be able to:
1. Describe the main information security management concepts, principles, and definitions
2. Explain the main ISO/IEC 27001 requirements for an information security management system (ISMS)
3. Identify approaches, methods, and techniques used for the implementation and management of an ISMS

The ISO/IEC 27001 Foundation certificate is intended for:
• Managers and consultants seeking to know more about information security
• Professionals wishing to get acquainted with ISO/IEC 27001 requirements for an ISMS
• Individuals engaged in or responsible for information security activities in their organization
• Individuals wishing to pursue a career in information security

It is important to understand that PECB certificates are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competences.

This document specifies the PECB ISO/IEC 27001 Foundation Certificate Program in compliance with ASTM E2659. This candidate handbook contains information about the process by which candidates may earn their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If you have questions after reading it, please contact the PECB international office at certification.team@pecb.com.

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SECTION II: TRAINING COURSE AND EXAMINATION RULES AND POLICIES

ISO/IEC 27001 Foundation training course

All candidates are required to complete the PECB ISO/IEC 27001 Foundation training course. This training course has been designed and developed in accordance with generally accepted practices for instructional design and adult learning.

Candidates may attend this training course in one of the following formats:
• Classroom
• Live Online
• eLearning[1]
• Self-study

To learn more about PECB's delivery formats, please go to Training Course Delivery Formats.

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

ISO/IEC 27001 Foundation summative assessment

The summative assessment of the "PECB ISO/IEC 27001 Foundation" certificate program is in the form of a written exam. The objective of the "PECB ISO/IEC 27001 Foundation" exam is to ensure that the candidate has acquired fundamental knowledge of the main concepts and processes related to the implementation and management of an information security management system (ISMS). The exam aims to measure the knowledge and understanding of the learner compared to the intended learning outcomes of the certificate program.

To learn more about exams, competency domains, and knowledge statements, please refer to Competency domains.

Scheduling the exam

After completing the training course, the candidate must schedule the exam in one of the following ways:
1. **Paper-based:** By contacting the PECB authorized partner that provided the training course. The partner arranges the date, time, and the location where the candidate is going to attend the exam.
2. **Online:** Through the PECB Exams application. To schedule a remote exam, please go to the following link: Exam Events.

Rescheduling the exam

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

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[1] The availability of this format may be limited.

Application fees for examination and certificate program process

The applicable prices for this certificate program are as follows:

• Foundation Exam: $500

The application fee for the certificate is $200.

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

Competency domains

The exam covers the following competency domains:
• **Domain 1:** Fundamental principles and concepts of an information security management system (ISMS)
• **Domain 2:** Information security management system (ISMS)

The tables below provide the intended learning outcomes of the ISO/IEC 27001 Foundation certificate program in terms of competence and knowledge.

Domain 1: Fundamental principles and concepts of an information security management system (ISMS)

Main objective: Ensure that the candidate understands and is able to interpret main ISO/IEC 27001 principles and concepts based on ISO/IEC 27001.

Competencies	Knowledge statements
1. Ability to explain the relation between ISO/IEC 27001 and other ISO standards, such as ISO/IEC 27002 and ISO/IEC 27003 2. Ability to distinguish between other ISO management system standards 3. Ability to interpret the definition of a management system 4. Ability to explain the structure of ISO/IEC 27001 5. Ability to identify the main requirements of ISO/IEC 27001 for an ISMS 6. Ability to explain the main concepts of information security 7. Ability to explain the relationship between information and assets 8. Ability to interpret the concept of confidentiality, integrity, and availability of information 9. Ability to explain the definition of threat, vulnerability, and information security risk 10. Ability to interpret the relationship between information security concepts, such as vulnerability, threat, risk, and impact 11. Ability to describe the main characteristics of artificial intelligence and cloud computing	1. Knowledge of the main standards of the ISO/IEC 27000 family 2. Knowledge of other information security regulations, industry standards, and best practices 3. Knowledge of advantages of implementing an ISMS based on ISO/IEC 27001 4. Knowledge of the definition of management system and management system standards 5. Knowledge of the structure of ISO/IEC 27001 6. Knowledge of the main requirements of ISO/IEC 27001, clauses 4 to 10 7. Knowledge of the "Plan-Do-Check-Act" (PDCA) cycle 8. Knowledge of the main concepts of information security related to ISO/IEC 27001 9. Knowledge of the relationship between information security elements 10. Knowledge of the concept of information confidentiality, integrity, and availability 11. Knowledge of information security vulnerabilities, threats, and risks 12. Knowledge of the main characteristics of artificial intelligence and cloud computing

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Domain 2: Information security management system (ISMS)

Main objective: Ensure that the candidate is able to identify and interpret the requirements of ISO/IEC 27001 for an ISMS.

Competencies	Knowledge statements
1. Ability to analyze how ISMS objectives are set	1. Knowledge of typical ISMS objectives
2. Ability to analyze the internal and external context of an organization	2. Knowledge of what typically constitutes an organization's internal and external context
3. Ability to identify the key roles and responsibilities of interested parties regarding the ISMS	3. Knowledge of roles and responsibilities of interested parties relevant to ISMS
4. Ability to explain the requirements of ISO/IEC 27001 regarding leadership and commitment of the top management	4. Knowledge of the role of the top management in regards to the ISMS implementation
5. Ability to identify different types of policies	5. Knowledge of different policies, such as high-level general, high-level specific, and topic-specific
6. Ability to interpret the development life cycle of an information security policy	6. Knowledge of information security policy and its development life cycle
7. Ability to explain the different activities of the risk management process	7. Knowledge of the processes required to manage information security risks
8. Ability to identify the criteria that should be considered when selecting a risk assessment methodology	8. Knowledge of the selection of the risk assessment methodology
9. Ability to explain how risks are identified, analyzed, and evaluated	9. Knowledge of risk identification, analysis, and evaluation
10. Ability to interpret the requirements of ISO/IEC 27001 regarding information security risk treatment	10. Knowledge of risk treatment options
11. Ability to interpret the requirements of ISO/IEC 27001 regarding competence and awareness	11. Knowledge of main competence and awareness activities
12. Ability to identify the resources required for the ISMS implementation	12. Knowledge of resource management during the ISMS implementation process
13. Ability to interpret the concepts of training, awareness, and communication	13. Knowledge of training and awareness activities and communication principles
14. Ability to explain the requirements of ISO/IEC 27001 regarding documented information	14. Knowledge of the types of documented information relevant to the ISMS
15. Ability to identify the main processes necessary for the operation of an ISMS	15. Knowledge of operational planning requirements of ISO/IEC 27001
16. Ability to interpret the requirements of ISO/IEC 27001 regarding performance evaluation	16. Knowledge of the concepts of monitoring, measurement, analysis, and performance evaluation and their differences
17. Ability to distinguish between different types of audits	17. Knowledge of internal and external audits
18. Ability to explain the concept of nonconformity and the corrective action process	18. Knowledge of nonconformities, action plans, and corrective actions
	19. Knowledge of management review activities
	20. Knowledge of the definition and benefits of continual improvement

19. Ability to interpret the requirements of ISO/IEC 27001 regarding management review
20. Ability to interpret the requirements of ISO/IEC 27001 regarding continual improvement
21. Knowledge of the type and function of security controls
22. Knowledge of Annex A controls of ISO/IEC 27001

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

		Number of questions/ points per competency domain	% of the exam devoted/points to/for each competency domain	Level of understanding (Cognitive/Taxonomy) required		Sections related to each competency domain
				Questions that measure comprehension, application, and analysis	Questions that measure evaluation	
Competency domains	Fundamental principles and concepts of an information security management system (ISMS)	20	50	X		Sections 2, 3, and 4
	Information security management system (ISMS)	20	50		X	Sections 5, 6, 7, 8, 9, 10, 11, and 12
	Total	**40**	**100%**			
	Number of questions per level of understanding			**20**	**20**	
	% of the exam devoted to each level of understanding (cognitive/taxonomy)			**50%**	**50%**	

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

Taking the exam

General information about the exam
Candidates are required to arrive/be present at least 30 minutes before the exam starts.

Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

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

The duration of the exam is one hour. If requested on the day of the exam (paper-based exams), 10 additional minutes can be provided to candidates taking the Foundation exam in a non-native language.

PECB exam format and type
1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Partner has organized the training course.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more information about online exams, go to the [PECB Online Exam Guide](#).

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

Since the PECB ISO/IEC 27001 Foundation exam is "closed book," candidates are not authorized to use reference materials.

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

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Sample exam questions

1. **What does ISO/IEC 27001 provide?**
    A. **Requirements for an ISMS**
    B. Guidance for codes of practices for information security controls
    C. Guidelines for implementing an ISMS

2. **Which information principle ensures that information is easily reachable when required?**
    A. Confidentiality
    B. Integrity
    C. **Availability**

3. **What type of policy is the information security policy?**
    A. High-level general policies
    B. **High-level specific policies**
    C. Topic-specific policies

4. **During which phase of risk management is residual risk evaluated?**
    A. Risk evaluation
    B. **Risk treatment**
    C. Risk analysis

5. **According to ISO 9000, what is a nonconformity?**
    A. **Non-fulfilment of a requirement**
    B. Fulfilment of a requirement
    C. Fulfilment of information security objectives

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Exam security policy

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

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

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

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

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

Any violation of the points mentioned above will cause PECB irreparable damage for which no monetary remedy can make up. Therefore, PECB can take the appropriate actions to remedy or prevent any unauthorized disclosure or misuse of exam materials, including obtaining an immediate injunction. PECB will take action against individuals that violate the rules and policies, including permanently banning them from pursuing PECB credentials and revoking any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Exam results

Exam results will be communicated via email.

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

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

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

Candidates that disagree with the results may request a re-evaluation by writing to examination.team@pecb.com within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the PECB Ticketing System. Any complaint received after 30 days will not be processed.

Exam retake policy

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

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

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

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

To arrange exam retakes, based on exam format, candidates that have completed a training course, must follow the steps below:
1. **Paper-based:** candidates need to contact the PECB Partner/Distributor who has initially organized the session for exam retake arrangement (date, time, place, costs).
2. **Online:** when scheduling the exam retake, use initial coupon code to waive the fee.

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SECTION III: CERTIFICATE PROGRAM REQUISITES

PECB ISO/IEC 27001 Foundation

First, a candidate needs to complete the PECB ISO/IEC 27001 Foundation training course. Then, they need to take the exam and after successfully passing the exam, candidates will be able to apply for the "PECB Certificate Holder in ISO/IEC 27001 Foundation" certificate. This is an entry-level credential.

There are no prerequisites on professional or management system project experience required. Thus, following the training course, passing the exam and applying for the certificate are the only certificate program requisites that certificate holders shall meet before obtaining the certificate.

Designation	PECB Certificate Holder in ISO/IEC 27001 Foundation
Education	At least secondary education
Training course	Complete the PECB ISO/IEC 27001 Foundation Training Course
Exam	Pass the PECB ISO/IEC 27001 Foundation exam
Professional experience	None
MS audit/assessment experience	None
ISMS project experience	None
Other requirements	Signing the PECB Code of Ethics

SECTION IV: CERTIFICATE PROGRAM PROCESS RULES AND POLICIES

Applying for the certificate

All candidates who successfully pass the ISO/IEC 27001 Foundation exam are entitled to apply for the PECB Certificate Holder in ISO/IEC 27001 Foundation certificate. Candidates are required to fill out the online certificate application form (that can be accessed via their PECB account). Candidates can submit their application in various languages. They can choose to either pay online or be billed. For additional information, please contact certification.team@pecb.com.

The online certificate application process is very simple and takes only a few minutes:
•   Register your account
•   Check your email for the confirmation link
•   Log in to apply for the certificate

For more information on how to apply for the certificate, click here.

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

Following the approval of the application by the Certification Department, the candidate will be able to download the certificate and claim the corresponding Digital Badge. For more information about downloading the certificate, click here, and for more information about claiming the Digital Badge, click here.

PECB provides support both in English and French.

Evaluation of certificate applications

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

Denial of the certificate

PECB can deny the certificate if candidates:
•   Provide false information in the application
•   Violate the exam procedures
•   Violate the PECB Code of Ethics

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

The application payment for the certificate is nonrefundable.

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Invalidation of the PECB Foundation certificates

PECB Foundation certificates are invalidated only if the person it was issued to is found not to have fulfilled the certificate program requisites in the first place. Examples of circumstances that might lead to the certificate issuer's invalidation of a certificate include:

- A learner's falsification or misrepresentation of identity or information to the certificate issuer or
- Participation in activities that provided an unfair advantage in meeting the certificate program's requirements

Closing a case

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

Complaints and appeals

Any complaints must be made no later than 30 days after receiving the certificate decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If candidates do not find the response satisfactory, they have the right to file an appeal.

For more information about the complaints and appeal procedure, click here.

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SECTION V: GENERAL POLICIES

Non-discrimination and special accommodations

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

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations[2] 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[3]. Any information that candidates provide regarding their disability/special needs will be treated with confidentiality. To download the Candidates with Disabilities Form, click here.

Behavior policy

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

The purpose of this policy is to ensure that PECB is managing unacceptable behavior of external stakeholders towards PECB staff in an impartial, confidential, fair, and timely manner. To read the behavior policy, click here.

Refund policy

PECB will refund your payment, if the requirements of the refund policy are met. To read the refund policy, click here.

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[2] 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.

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

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CANADA

Tel./Fax.

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Emails:

Examination:
Examination.team@pecb.com

Certification:
Certification.team@pecb.com

Customer Service:
support@pecb.com

PECB Help Center

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

www.pecb.com