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www.thebci.org

CBCI Candidate Information Pack



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CBCI Candidate Information Pack

The CBCI Candidate Information Pack is your guide to getting your certification!

It explains exactly what the CBCI course and exam entail and how you should prepare for them. It also explains your route to BCI membership.



About the BCI

The BCI is the leading global professional institute for business continuity and resilience professionals.

Established in 1994, The BCI has over 9,000 members and over 50 local Chapters around the world helping professionals' network and share knowledge locally. Through its education & training, thought leadership & research, events, networking, and community, The BCI is leading the way to resilience by enabling professionals to develop careers in the industry and help organizations become more resilient.

The BCI Good Practice Guidelines (GPG) 2018 is the definitive guide for business continuity and resilience professionals. The GPG draws on the knowledge of practitioners from all over the world, as well as information within International Standards, and is at the heart of all BCI education & training.

Please visit http://www.thebci.org for further information.



CBCI Certification

What is the Certificate of the BCI (CBCI)?

CBCI training and qualification provide a wide range of benefits:

- **Professional Competency:** Obtaining the CBCI is an assurance that professionals have the full knowledge and understanding of the theory of global good practice in BC. This theory is based on the BCI's Good Practice Guidelines, the global guide to good practice in Business Continuity. It is also ideal for professionals who wish to begin or move into a career where they must demonstrate knowledge and understanding of good practice in BC.

- **Employer Recognition:** CBCI is an internationally respected certification. This gives you a professional edge with employers around the world recognizing the value of your credentials. Employers also have the added benefit of having certified practitioners which can help towards achieving alignment or certification to ISO 22301 or to demonstrate enhanced levels of resilience which can give them the edge over their competition or help them to meet industry regulations.

- **Classroom based instructor-led and online blended learning options:** The delivery of the classroom based, and online certification training courses are provided by BCI Approved Instructors only, who are highly experienced practitioners themselves. Our online options allow you to conduct your learning online with a tutor or spread out your learning to fit with your schedule, or to study at your pace.

- **Professional Status:** Upon passing the examination you are provided with one-year complimentary membership of the BCI at CBCI grade. The CBCI is a certified grade of BCI membership that recognizes your professional status. You may be entitled to progress to a higher grade such as an Associate Member of the BCI (AMBCI), Member of the BCI (MBCI), or Fellow of the BCI (FBCI). BCI membership unlocks a whole suite of benefits that help you advance in your career. You can see the membership levels on the next page.

BCI Membership Levels



Grade: Affiliate/Student As a non-certified member, evidence of knowledge and professional experience has yet to be supplied.
Criteria: Affiliate – An individual who has an active interest in BC or who is considering pursuing a career as a BC professional.
• Student – An individual who is currently undertaking study on either a full time or part time course that is related to BC or resilience.

Grade: CBCI - Demonstrates knowledge of the BCI Good Practice Guidelines; level may be upgraded upon submitting evidence of professional experience.
Criteria: Must have passed the CBCI exam

Grade: AMBCI - Foundational understanding with an awareness of different approaches AND/OR apply this in day-to-day work to carry out well-defined tasks.
Criteria: Must have completed 20 hours of CPD within the past year
• Must have passed CBCI exam or hold The Business Continuity Management BCI Diploma
• Must supply evidence of Foundational competency against 5 competencies

Grade: MBCI – Comprehensive understanding of the subject and can evaluate information that might be complex AND/OR can apply this in day-to-day work to solve complex problems.
Standard Route Criteria: Must have passed CBCI exam, or hold The Business Continuity Management BCI Diploma or hold AMBCI.
• Must have completed 20 hours of CPD within the past year
• Must supply evidence of Comprehensive competency against 7 competencies.

Experiential Route Criteria: Must have completed 20 hours of CPD within the past year.
• Must supply evidence of Comprehensive competency against 11 competencies.

Grade: FBCI – Advanced understanding of the subject and can reformulate or develop original thinking this subject, AND/OR apply advanced or specialist understanding to solve complex problems.
Standard Route Criteria: Must have made significant voluntary contribution to BC community and be able demonstrate this activity.
• Must hold a current MBCI membership.

• Must supply evidence of Advanced competency against 6 competencies.
• Must have completed 20 hours of CPD within the past year.

Experiential Route Criteria: Must have made significant voluntary contribution to BC community and be able to demonstrate this activity.
• Must have completed 20 hours of CPD within the past year.
• Must supply evidential statements against all of the 11 competencies. Please note that all 11 competencies must be at least at the 'Comprehensive' level as described in the BCI Competency Framework. **Plus:** At least 3 of the Leadership & Management competencies (areas 1-5) must be at the 'Advanced' level. And at least 3 of the 6 Professional Practice (areas 6-11) Competencies must be at the 'Advanced' level.

For more information on competencies, please refer to the BCI Competency Framework https://www.thebci.org/resource/bci-competency-framework.html.

CBCI Examination

Examination Overview

The 2-hour CBCI examination is made up of 120 multiple-choice questions. The concepts and topic areas of the examination have been derived from a detailed analytical study of the BCI's Good Practice Guidelines completed by a collection of BCI Subject Matter Experts (SMEs). Each question lists four possible answers, only one of which is the correct or "best possible answer" as taken directly from the BCI's Good Practice Guidelines. The examination is offered online via the BCI using its online exam partners.

The pass mark for the exam is set at 70. A candidate scoring 85 or above will receive a Pass With Merit result in their exam and this will be recorded on their CBCI certificate. Candidates who achieve a Pass or Pass With Merit can apply to become an Associate Member of the BCI (AMBCI), Member of the BCI (MBCI), or Fellow of the BCI (FBCI), subject to appropriate evidence of their professional experience.

The Certificate of the BCI (CBCI) Examination is entirely based on the BCI's Good Practice Guidelines.



Studying for the CBCI Examination

The Good Practice Guidelines (2018 Edition)

The BCI Good Practice Guidelines has become the leading global guidance for business continuity professionals since it was first issued in 2001. It is the first choice of reference material for anyone needing to know about business continuity as part of their wider resilience-related roles and responsibilities.

The business continuity management lifecycle provides a framework to structure the approach to business continuity.
The Good Practice Guidelines describe not just what practitioners should do but provides information about why and how to do it. There are hints and tips and examples throughout the guidelines to add context for the reader, and the PDF version includes links to external sources for further guidance and resources.

What has changed from the Good Practice Guidelines 2013?

The Good Practice Guidelines (2018 edition) reflects the progressive evolution of business continuity management as a discipline.

This revised version retains the six Professional Practices that make up the stages of the business continuity management lifecycle, and which lie at the core of good practice. The six Professional Practices are sub-divided into two management practices and four technical practices.

The BCM Lifecycle: Building Organizational Resilience

The Professional Practices 2018

Management practices

PP1 Policy & Programme Management

PP2 Embedding

Technical practices

PP3 Analysis

PP4 Design

PP5 Implementation

PP6 Validation



Transitioning from the 2013 to 2018 examination – FAQs

The CBCI Certification course and CBCI examination have been updated and re-designed to reflect the revisions made in the Good Practice Guidelines (2018 Edition). The new CBCI Certification course was launched in February 2018 and fully implemented by 31 March 2018.

The following FAQs have been written to aid members and exam candidates in understanding the impact this transition will have.

1. **I took a Good Practice Guidelines 2013 course, do I now need to sit the 2018 CBCI examination?**

   You are not required to re-sit the new 2018 CBCI examination, instead, we recommend that you upgrade your membership to an AMBCI, MBCI, or FBCI. The criteria for upgrading your membership has been revised to align with the new 2018 GPG. Please contact BCI@thebci.org for more details on how to upgrade your membership.

2. **What is the cost of purchasing the Good Practice Guidelines (2018 Edition) (soft/hard copy)?**

   Members can download a pdf of the new Good Practice Guidelines (2018 Edition) free of cost as part of their membership benefits.

   Members print: GBP 30

   Non-members soft copy (non-printable, pdf download): GBP 30

   Non-members print: GBP 40

3. **Is there a self-study training option available? If yes, can I get the mock questions and exam at a bundled price?**

   The self-study direct entry route for the CBCI examination will be suspended on **16th September 2022** whilst we conduct a review of this service. Apologies for any inconvenience caused. BCI recommends at least 24 hours of self-study before taking the exam. Once re-instated, candidates will be able to purchase the Good Practice Guidelines 2018, mock questions and the exam together through the BCI online shop, however, there is no discount for buying these as a bundle.

4. **Is the CBCI 2013 certification less valuable than the CBCI 2018 certification?**

   No, it is not. The Good Practice Guidelines (2018 Edition) is a revision to best practice in line with current industry practices and ISO standards. This does not in any way diminish the value of earlier versions of the CBCI certification courses. You may wish to purchase the 2018 Edition to update your knowledge and familiarize yourself with the most up-to-date industry standards and practice in business continuity and resilience as part of your continued professional development (CPD) programme. We recommend that you upgrade your membership to an AMBCI, MBCI, or FBCI within three years. The criteria for upgrading your membership have been revised to align with the new 2018 GPG and Competency Framework. Please contact BCI@thebci.org for more details on how to upgrade your membership.

5. **Is the Good Practice Guidelines 2013 version enough to study for the new examination?**

   No, you will require the Good Practice Guidelines (2018 Edition) to prepare for the new CBCI certification examination.

6. **What languages is the CBCI Certification Course and CBCI Exam available in?**

The Good Practice Guidelines 2018 and CBCI Certification Course is currently only available in Arabic, English, French, German, Italian, and Spanish. The CBCI Online Exam is available only in English, French, German, Italian and Spanish, at the moment. Please contact BCI@thebci.org for more information.

7. **Do you have a list of approved Training Partners that offer the CBCI certification course?**
   Yes, you can access the complete list of our international Licensed Training Partners globally by visiting the BCI website https://www.thebci.org/training-qualifications/training-provider-directory.html.

Preparing for the exam

There are 3 pathways towards preparing for and taking the CBCI exam:

1. Attend the CBCI Certification training course, which is based on the Good Practice Guidelines. This is a 3 to 5-day classroom-based training course delivered by BCI Licensed Training Partners worldwide. You can book an online exam which can be taken easily and securely from a location and time to suit you.

2. Sign up for CBCI Online Training, which is an online, interactive version of the CBCI Certification course delivered over 8 weeks (4 hours per week) by Buckinghamshire New University. All sessions are recorded and can be played back at any time during the course. Following the completion of the course, you can take the online CBCI examination.

3. Self-study using BCI resources which can be purchased through the BCI website:

- **Mock CBCI Examination questions** - 60 questions to test your knowledge.
- **Good Practice Guidelines (2018 Edition)** - Download the pdf from the BCI website (unprintable) or purchase a printed copy.

The self-study pathway is temporarily unavailable whilst a review of the provision of this service takes place. Please see page 9 for further details.

Printed copies of the Good Practice Guidelines (2018 Edition) can either be purchased from the BCI online shop or your local BCI Licensed Training Partner.

If you are already a member of the BCI, you are entitled to a free unprintable, digital download of the Good Practice Guidelines (2018 Edition) as part of your membership benefits which can be accessed from the knowledge bank on the BCI website.

It is expected that an experienced BC professional will spend time revising the Good Practice Guidelines (2018 Edition) to ensure thorough knowledge and understanding before taking the examination. We recommend at least 24 hours of individual study.

Access arrangements before the exam

Candidates with learning needs, and candidates whose first language is not English sitting the English exam paper, may request an additional 30 minutes exam time, extending the full exam time to 2.5 hours in total. To access this, candidates sitting the **online examination** should contact education@thebci.org before registration.

Candidates with learning needs will need to provide us with supporting documentation that identifies their individual requirements so that we can do our utmost to accommodate them. Candidates that require the extra time because English is not their first language can provide a copy of their passport or a letter from their employer stating that English is not their first language.

The CBCI Online Examination

The CBCI Online Examination is administered by a proctor (examiner) via webcam by the BCI's exam delivery partners; TesTrac and Examity.

Please note that the minimum technology requirements for taking your CBCI Online Examination with us are the following:

1. A well-working desktop computer or laptop with 1 GB of RAM or higher. Tablets, Chromebooks and mobile phones cannot be used.
2. A wired high-speed internet connection with at least 2 Mbps download and 2 Mbps upload. WiFi and hotspots are not recommended. A wireless internet connection is not recommended. Test your internet speed at http://www.speedtest.net
3. A working built-in or external webcam with a 640x480 video pixel resolution (a laptop camera is acceptable).
4. Working speakers connected to the computer.
5. A microphone connected to the computer (consider a webcam with a built-in microphone).
6. Browser (IE/Edge, Firefox, Chrome, Safari) with pop-up blocker disabled.

The site also uses SSL Ports 80, 443 and 1935 which should be accessible for most networks. However, please check with your IT Department that it is possible to connect to a site outside of your network security settings, particularly if your network prohibits online shopping.

After you schedule your CBCI Online Exam, please perform a system's hardware readiness check at:

https://prod.examity.com/systemcheck/ComputerReadinessCheck1.aspx.

Apart from the minimum hardware requirements mentioned above**, GoToMeeting** and **Zoom** are the primary software applications used by the delivery partners to allow screen sharing with your online proctors and for the **full exam session to be recorded**.

Verify your system's GoToMeeting or Zoom compatibility at:

https://support.logmeininc.com/gotomeeting/help/join-a-test-session-g2m050001
and
https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-Test-Meeting

If these applications are not pre-installed on your system, the proctor will require you to download the browser extension as this is the method used to access your webcam, share your screen and input the exam password.

You can contact the online proctors' technical support team on support@examity.com if you have any questions or if you would like to arrange to do a system check with team.

You will be asked to rotate your webcam to show the proctor that you have no materials within view. Please ensure you can move your webcam or laptop and that your surrounding area is clear. The proctor will need access to your computer screen to enter the exam password. Examity meets all industry standard privacy requirements and further details can be found on https://www.examity.com/privacy-and-security

During the online examination, you will have the opportunity to review questions left unanswered, questions marked for review, or any questions on the examination. You may change answers when reviewing the test items. However, once the allotted testing time has expired, or you exit the examination, you cannot see or review those questions again.

Scheduling your examination appointment

Please note that the self-study option is currently suspended, please see FAQs on page 9 for more details.

Once you have completed payment for the examination through the BCI shop, you will be sent a purchase confirmation email and then a further email containing a link to the CBCI Online Examination website. You will need to access this website to choose your preferred examination date within the next 5 working days.

For those accessing the online exam via one of our Licensed Training Partner's, you will receive a link directly from the BCI Education Team.

Please note: Once your purchase is complete, you have 60 days to schedule your examination. This cannot be extended and failure to take the exam within the allotted time will result in removal from the online platform (unless there is a documented medical emergency and evidence is provided). Candidates would need to purchase the exam again to be registered back on the system.

Substitutions

No substitutions may be made for the Certificate of the BCI (CBCI) Examination - only the person registering for the examination may sit for the examination. A valid form of Government-issued photo identification will be requested before the examination.

Examination appointment rescheduling and the cancellation policy

Appointments for the CBCI Online Examination can be rescheduled up to 48 hours before the exam via the CBCI Examination Online website at no extra cost providing you are scheduling a new date before the 60-day access expires.

"No-show" and cancellation fees

You can reschedule your CBCI Online Exam three times up to 48 hours before your exam is scheduled and there is no charge for this. Failure to sit the exam on the scheduled time and date will be considered a 'no-show'. To reschedule your exam following a no-show there will be an administration fee of GBP 100 payable.

Ahead of the Examination

Once you have received your email with the link to the examination site and your candidate login details and to minimize any disruptions you may experience during your exam, it is recommended that you test your system before taking your exam. To configure your system before the exam, go to and login into your online examination account**:**

https://reg.testrac.com/sched/

Please set your profile and test your system at least 48 hours before taking your exam.

On the Day of the Exam

Please follow the steps below on the day of your examination. You will be allocated a proctor to invigilate your examination and ensure that the examination takes place under secure conditions. Your examination session will be recorded and held for 30 days after the examination.

Before connecting for your exam

1. Ensure you are in a quiet and secure location. We do not allow exams in public locations where others are within speaking distance or may be able to walk into the room, have access to your computer, or where you can become distracted while taking your exam. You must be in a room alone throughout your exam.

2. We recommend that you reboot your computer if you have not already done so on the day of your exam. This will reduce any potential technical issues.

3. Our proctor will ask that you rotate your webcam before beginning your exam. Please ensure your computer area contains only permitted items. Any whiteboards or bulletin boards must be cleared, erased, or covered. If they are to your back, they are exempt from this rule. Any mobile phones, tablets, or other communication or recording devices must be removed from the computer area.

4. Multiple Monitors. Only one screen may be active during your exam session. If you use more than one monitor, please disconnect and turn it facing away from you. Please check your screen resolution settings that they are not set to an extended display setting.

5. Please ensure that all applications are closed and logged out except for the browser being utilized to access the proctor. This includes Email, chat programs, and webcams (webcams will not open in Examity's program if it is already open in another computer program).

6. All Remote Software applications and virtual machines should be removed as a running process. This refers to programs that would allow for your session to be viewed, controlled, or recorded remotely by another party or computer (VNC software, Virtual Machines, TeamViewer, etc.)

7. Please ensure you are not set up for automatic software updates as this could cause your computer to restart during your exam, causing the exam session to be invalid.

8. Photo Identification: You will be required to show a valid government-issued photo ID to the proctor via webcam (ie Driver's license or passport). Please ensure any lamination covering the webcam is removed.

Connecting to your Proctor on the day of your exam

1. Please start connecting to your proctor 5 minutes before your scheduled exam.

   Click on or cut & paste the following URL into your web browser:
   https://reg.testrac.com/sched/

2. Log in using the login number and password contained in your registration email. Your login number will start with the three-letters 'TBC'

3. Click 'Start Your Exam'.

4. Once connected, your proctor will instruct you on the next steps to begin your exam.

After the Examination

Receiving exam results – CBCI Online exam

At the end of the online examination, all candidates will receive immediate feedback on their results. These results cannot be considered final until they have been verified by the BCI following an exam status report from Examity. If, for example, the proctor believes the integrity of the examination has been compromised they have the right to terminate the examination before the end of the 2 hours or report their concerns to the BCI. The BCI will investigate and has the final decision on whether the results stand. Final verified results should be with candidates within 4 weeks of taking the online exam.

Candidates who have not received notification of their verified result from the BCI within 4 weeks of the exam should contact BCI@thebci.org

CBCI Certificate

Successful candidates will receive their pdf CBCI certificate with exam results. All CBCI certificates will be sent as electronic versions only.

Understanding your score

The result the candidates receive indicates whether they have Passed, Passed with Merit, or Failed the exam.

A score of between 70 and 84 is needed to Pass and 85 or above to Pass with Merit.

Upgrading your CBCI Certificate

Candidates who pass the Certificate of the BCI (CBCI) Examination will automatically become a member of the BCI at the CBCI grade for 12 months without paying a membership fee. Continued use of the CBCI postnominals are subject to continued payment of CBCI membership fees.

Candidates are encouraged to upgrade their membership at the earliest opportunity to either AMBCI, MBCI, or FBCI, depending on their level of experience. To encourage this the usual application fee of GBP 50 is waived and successful candidates will be sent a promotional code to use when applying for their upgrade. The code is valid for 3 months.

At the end of the first year, an annual membership maintenance charge will be payable for either CBCI, AMBCI, MBCI, or FBCI. The current fees can be viewed here.

The CBCI grade can only be held for a maximum of 3 years.

Retaking the exam

Candidates who fail the exam can retake the exam after 30 days have elapsed from the first attempt date. There is a resit charge of GBP 160 for any subsequent attempts. Candidates should contact education@thebci.org to obtain a discount code to purchase the re-sit examination.

Score dismissal

On rare occasions, circumstances may render examination scores invalid. The BCI reserves the right to cancel or withhold scores if there is adequate reason to question the validity of the scores.

Reasons may include:

- An individual candidate who does not have identification; uses unauthorized notes, books, or papers; is suspected of giving or receiving help; removes notes from the examination room; or who does not follow the testing procedures. In such circumstances, candidates will be expected to cooperate in an investigation of their scores.
- Unlike cases of individual candidate misconduct, occasionally testing irregularities occur that affect a group of test-takers. Such problems include, without limitation, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as other disruptions of test administrations (e.g. natural disasters and other emergencies).
- When group testing irregularities occur, the BCI will conduct an investigation. In the case of irregularities in the online exam, the BCI in partnership with Examity - and Testrac will conduct the investigation. Based on the information, the BCI may decide not to score the test or to cancel the test score.

When it is appropriate to do so, the BCI will arrange to allow affected candidates to take the test again as soon as possible, without charge.

Affected candidates will be notified of the reasons for the cancellation and their options for retaking the test. The appeal process does not apply to group testing irregularities.

Revocation of the Certificate of the BCI (CBCI) certificate

The BCI has the right to revoke any Certificate of the BCI if the candidate is found to have engaged in any of the following:

- False representation (either misrepresenting yourself or attempting to take the examination for someone else)
- Misrepresentation with the intent to deceive in the application process
- Divulging examination content
- Cheating on the certification examination

Examination Appeals Policy

It is the policy of BCI that each examination candidate shall have the ability to challenge a failing score within 7 days of notification of the result if a candidate feels there was an error in electronic scoring.

The fee for processing this challenge is typically GBP 100 or equivalent, payable to the BCI at the time of the submission of the challenge. No challenge will be processed without the fee.

Upon receipt of a request for a rescore or hand score, the candidate's computerized test record is pulled from the examination file. First, it is visually reviewed for any obvious irregularities that may have affected the initial scoring. Then it is rescored on the computer. That rescore is compared to the score initially reported to the candidate to verify that the initial score was accurately downloaded and reported. Lastly, the candidate's record is manually compared against a master key.

If the outcome of the rescore is the granting of a "Pass" or "Pass with Merit" then the fee will be refunded to the candidate. If the candidate is still deemed to have failed and they are not satisfied with the response from the BCI, they may submit a written statement of exactly what they are challenging and their supporting rationale for the challenge. This will be submitted to the Chief Examiner for a final decision.

Candidates who are denied eligibility to take the examination for reasons other than failure to provide adequate ID or feel there is some other basis for an appeal, should submit a detailed and comprehensive explanation of the rationale for the appeal in writing to the BCI, no later than seven (7) days after the date of the score notification. No appeals will be processed without the fee. The BCI Chief Examiner will review the appeal documentation and will notify the candidate of their decision within 90 days. If it is determined that the candidate was wrongly denied admission to the exam, the candidate will be permitted to immediately make an appointment to retake the exam.

The decision of the BCI Chief Examiner is final in all cases.

After the examination – auditing of eligibility

For those successful candidates who pass the examination and wish to proceed to a higher level of membership, it is the BCI's policy to undertake a 10% random audit of all AMBCI, MBCI and FBCI applications.

Disclaimer

Passing the Certificate of the BCI Examination demonstrates currency of knowledge in good BC practice as described in the Good Practice Guidelines.

It has never been the purpose of the Business Continuity Institute to define the requirements for the Certificate of the Business Continuity Institute (CBCI), the certificate does not confer any academic degree, legal qualifications, guarantee of experience or performance, privilege, or license to practice business continuity.

Find out more
www.thebci.org

The BCI

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