Recertification Audit Policy

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RECERTIFICATION

As a certification body, BICSI's ICT Certification Institute requires certification maintenance to protect the quality and integrity of the certification programs. Knowledge and skills required for competent occupational and professional performance change over time. This maintenance process encourages credential holders to remain current in their field, it increases confidence among the public, employers, and other stakeholders.

BICSI's ICT Certification Institute requires those holding a BICSI certification to participate in certification maintenance by adhering to the recertification requirements for the certification and to adhere to the Credential Holder Recertification Policy in order to retain their certification.

As a BICSI credential holder, you have agreed to comply with the terms and conditions at the time of your exam application. By signing the BICSI Code of Ethics and Professional Obligations, you have consented to the policies, processes, and procedures of BICSI ICT Certification Institute's certification program which includes the Credential Holder Recertification Policy and adherence to the terms of the recertification audit process. This means that all CEC documentation has been reviewed by you and that you are acting in accordance with these policies and procedures.

RECERTIFICATION AUDIT

The recertification audit serves as a method to ensure that credential holders are meeting the minimum standards to maintain and remain current in the field of Information Communication Technology (ICT) profession.

ALL CREDENTIAL HOLDERS ARE SUBJECT TO AN AUDIT.

HOW IT WORKS

- It is the responsibility of the Credential Holder to ensure they have met ALL recertification requirements as they submit activities for continuing education credits.
- Audits will be carried out by the Certification Staff.
- Credential holders will be randomly selected within a 30-business day window at the time of completing their recertification.
- If you are selected for an audit, BICSI ICT Certification Institute will conduct an audit of all relevant continuing education credits that were submitted within the certification cycle.
- If your audit is **successful**, you will be notified as such, and no further action is required.
- If your audit is **incomplete or out of compliance**, you will be notified with instructions on how to proceed and what actions to take.

  - You may be asked to submit additional supporting documentation and material within 30- business days of notice to verify any CECs submitted that are in question. Therefore, it is important to keep documentation for ALL CECs reported for at least <u>6 months</u> after you have recertified.
  - Once you have submitted all the required documentation, the Certification Staff will review the supporting documentation and remain in communication through the audit process. Please allow up to 14 business days for a response on your status.
  - If the Credential Holder has not or cannot provide complete information within the 30 business days, the individual will be notified via email, and the certification will be placed in suspended status. See the Suspended Policy for details. Suspended status will allow the Credential Holder an opportunity to make up and submit any missing CECs to recertify and complete the audit successfully. If the Credential Holder is unable to provide documentation on a missing CEC, they can obtain and submit additional CECs to replace the CECs that they are unable to provide documentation for.
  It is important to note that during a suspended status, a Credential Holder may not use or represent oneself as an active and current credential holder.
  - If a Credential Holder is unable to complete the items needed for the audit by the end of their suspended period (1 year after the credential's original expiration date), the credential will be considered expired and would then fall into the Lapsed Credential Holder Policy.
- If an individual is suspected of fraudulently filing misinformation, the case will be referred to the Ethics Committee for review and resolution. This review may include disciplinary action up to revocation of the certification.

Q & A

1. **Do I need to keep any of my materials after I submit them online?**
   Yes, those selected for an audit must be able to submit evidence of the continuing education hours in question. We recommend keeping all documentation for 6 months after you recertify.

2. **What is considered supporting documentation?**
   A comprehensive course outline/syllabus/description (including session seat time). BICSI ICT Certification Institute will only evaluate sessions/courses based upon detailed descriptions and course materials. Evaluations made on preliminary agendas may be deemed final and may not be reevaluated. BICSI will not provide CECs without proof of attendance (e.g. a certificate or transcript). A receipt is not acceptable. Ensure that your submission is complete and that it provides enough description and detailed timed agenda listing start and end times to enable reviewers to properly apply CECs.
   Certificates/documentation of attendance must also show event name, your full name and date attended.

3. **Can I continue to submit my CECs as I complete them or wait to submit them all at once?**
   Yes, we encourage you to submit your completion certificates and supporting documentation as you complete the qualifying activities. You can do this by logging into your BICSI profile and submitting through the Credentialing Dashboard.

4. **How do I submit my CECs?**
   CECs are submitted online via your BICSI credential holder dashboard at https://www.bicsi.org/Login

5. **I've met my requirements; how do I complete my recertification?**
   A "Recertify Now" hyperlink found on your credential holder dashboard will be activated once all recertification requirements have been met. You will then be prompted to complete payment of your recertification fee. You may log in online at https://www.bicsi.org/Login.

6. **My credential expired; can I still recertify?**
   There are several options available to regain your certification if it has expired. These options vary depending on when the expiration occurred. Please reach out to our certification staff to discuss your options.

RECORD OF REVISIONS

VERSION	DATE	DESCRIPTION OF REVISION
V-1	19 August 2019	APPROVED BY REGISTRATION & CREDENTIALS SUPERVSION COMMITTEE - RVTHOMAS
V-2	22 November 2022	POLICY UPDATES & BICSI ICT CERTIFICATION INSTITUTE NAME UPDATES
V-3		POLICY UPDATES