



# CANDIDATE **HANDBOOK**

**TRECCERT**

# TABLE OF CONTENTS

1	Introduction to TRECCERT	3
2	About the Candidate Handbook	5
3	Applying for Certification	7
4	Maintaining the Certificate	13
5	Contact Us	19

## **DISCLAIMER**

This Handbook is intended for general knowledge of the applicants and certified individuals regarding the TRECCERT examination and certification processes. Content of this handbook may not be copied, reproduced, uploaded, published, posted, edited, shared or distributed in any way without the explicit authorization of TRECCERT.



# 1 INTRODUCTION TO **TRECCERT**

TRECCERT is a certification body for persons that provides certifications demonstrating the competencies of professionals.

## 1.1 OUR PHILOSOPHY

The TRECCERT vision is to become a global leader in personnel certifications. TRECCERT believes integrity is essential in its' relationship with certified clients and the professional community.

Strategic goals and strong leadership guide TRECCERT's reliability and personal responsibility towards honoring its' commitments. The organization is committed to achieving the desired results at all levels of the organization.

TRECCERT believes in providing high quality services through competence and resourcefulness, and strives to create a professional environment that nurtures the desire for its' certifications and services.

TRECCERT believes in fostering growth through continuous educational opportunities and pursuit of new opportunities, and is determined to continuously improve its' services through innovation and field-specific expertise, striving to create value for all parties involved in the certification activities.

TRECCERT believes that customer focus is essential in the certification industry, and is committed to provide exceptional services with the client at the heart of the organization.

## 1.2 OUR CERTIFICATION VALUES

TRECCERT certifications validate the knowledge, skills and ability of individuals to meet the requirements of different compliance frameworks. TRECCERT certifies individuals in information security, data protection, business continuity, ICT service management and related areas. The following outlines the values of holding a TRECCERT certification:

- *Professional Credibility:* earning a certification or a series of certifications demonstrates your dedication and motivation to professional development, and provides immediate professional credibility.
- *Professional Recognition:* earning a certification or series of certifications from an accredited Certification Body provides national and international recognition of your credentials.
- *Career Growth:* professional certifications are highly valued in today's fast changing world, and provide a career boost for certified individuals. Certified professionals are more likely to get hired and/or promoted.
- *Enhanced Earning Power:* professional certifications lead to enhanced earning power due to increased knowledge and skills.



**2** ABOUT THE  
**HANDBOOK**

The Candidate Handbook has been created to assist TRECCERT candidates throughout their certification journey. It provides an overview of TRECCERT processes beginning with the registering for and taking the exams that TRECCERT provides all the way to the maintenance of the certificate. Its primary purpose is to provide individuals with comprehensive information about the exam, the assessment process, and the rules and regulations they need to adhere to during the examination as well as the requirements to maintain the certificate once it is issued. These exams evaluate a candidate's understanding of the specific Management System (MS) requirements and their ability to implement or audit the related management system.

This handbook also serves as a guide for TRECCERT applicants and certified professionals who need to maintain their knowledge and skills in their respective fields. Its goal is to ensure that individuals have a clear understanding of the Continuing Professional Education (CPE) program and the associated requirements for TRECCERT certificates. TRECCERT strongly believes that its CPE Program is essential for professionals to continuously develop and maintain competence throughout their careers. As the demand for qualified professionals continues to rise, TRECCERT emphasizes the responsibility of professionals to keep their skills up-to-date.

TRECCERT upholds a non-discriminatory policy and does not differentiate against individuals based on race, sex, color, national origin, religion, disability, marital status, parental status, or any other protected category under applicable laws. Individuals applying for TRECCERT certification and taking the related exam are evaluated solely based on their adherence to the eligibility requirements.

Please note that this Candidate Handbook is intended for general information for individuals applying for the TRECCERT certification program and those planning to take the related exam. While you may download a copy of this handbook for personal use, it is strictly prohibited to copy, reproduce, upload, publish, post, edit, share, or distribute its contents in any way without explicit authorization from TRECCERT.

## **2.1 TRECCERT CERTIFICATION PROGRAMS**

TRECCERT offers a range of certification programs to individuals around the world. Our certification programs are developed in a wide range of topics, including information security, cybersecurity, data protection, business continuity and more. For a detailed overview of TRECCERT certification programs, please visit our website.

## **2.2 TRECCERT PRACTICE EXAMS**

TRECCERT offers practice exams for all Lead Implementer and Lead Auditor certification schemes. The exams contain 70 Multiple-Choice questions of similar formulation and difficulty to the final exam that are designed to ensure that TRECCERT candidates are thoroughly prepared for the examination process. Practice exams can be purchased via our website. Please contact [examination@treccert.com](mailto:examination@treccert.com) if you need more information.



# **3** APPLYING FOR **CERTIFICATION**

## 3.1 TRECCERT EXAMINATION

TRECCERT online examinations are conducted and proctored through the Gauge and ProctorU platforms. To ensure a secure and fair examination process, TRECCERT uses the ProctorU Live+ feature where live proctors guide individuals through the exam process, including exam launch, multi-factor identity verification, and environment security scans in order to remove unpermitted materials prior to the exam.

TRECCERT is committed to providing equitable examination conditions to all examinees.

Individuals with special needs who might require exam accommodation should contact us at [examination@treccert.com](mailto:examination@treccert.com) at least one (1) week prior to the exam date.

## 3.2 EXAM REGISTRATION PROCESS

Individuals interested to take a TRECCERT certification must meet the following requirements:

- Be at least eighteen (18) years old at the time of application\*.
- Have completed the payment for examination or otherwise been approved by TRECCERT to apply.
- Be able to present a valid form of identification (e.g., ID, passport, driving license).
- Have checked and understood the certification requirements of the chosen credential.

*\*Persons under the age of 18 should contact TRECCERT in order to discuss eligibility.*

## 3.3 EXAM REGISTRATION PROCESS

To register for a TRECCERT Exam, you are required to initially fill out the Exam Application Form and carefully read and understand the guidelines in this Candidate Handbook, which will be sent to you via email by the Examination Manager. Once you fill out the Exam Application form, please email it to [examination@treccert.com](mailto:examination@treccert.com) to continue to the next step. Please submit the Exam Application Form at least **72 Hours** before your intended exam taking time. For applications submitted within a shorter period, we cannot guarantee the availability of your desired time slot.

## 3.4 EXAM SCHEDULING PROCESS

Upon sending the completed Exam Application Form, the Examination Manager will dispatch your Exam Credentials to you via email. Within this email, you will find the link to the Examination Platform – Gauge, along with your username and password. After successfully logging in, it is requisite for you to navigate to the specific exam you intend to take.

Subsequently, click on the "Open Proctoring Portal to Manage Start Taking Authorization and Scheduling" button to view available dates and schedule your exam.

## 3.5 EXAM RESCHEDULING AND CANCELLATION

After initially scheduling the exam, please contact the TRECCERT Examination Manager if you need to cancel or reschedule the exam, preferably at least twenty-four (24) hours prior to the scheduled exam appointment. Failure to appear for the scheduled exam appointment will result in exam cancellation. Please note that a 99.00€ fee is applicable for exam rescheduling.



## 3.6 PRE-EXAM EQUIPMENT CHECK

Review the following requirements for your camera, operating system, upload/download speeds, RAM, ports, microphones, and browsers.

Please be informed that in the event of an interruption to the internet connection, the proctor will allow a 5-minute grace period for reconnection. Should reconnection not occur within this stipulated time frame, the proctor will terminate the exam session.

**Please make sure you have download and installation rights on the device you intend to use!**

Type	Minimum	Recommended
Internet Connection	Wi-Fi Connection	Wired Connection
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps
PC Users	Windows 8 (Windows 10 S mode is not supported)	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
RAM	4 GB (less than 95% RAM usage)	16 GB (less than 90% Usage)
CPU	more than 2 core CPU (less than 85% CPU Usage)	more than 4 core CPU (less than 50% CPU Usage)
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above
Webcam	640x480 resolution	1280x720 resolution
Chromebook Users (Only for Automated Proctoring. Is not Supported for Live Proctoring)	Chrome device is running the latest version of Chrome OS.	Chrome device is running the latest version of Chrome OS.

*Please be aware that you are only allowed to use one monitor during the exam. If you have more than one monitor connected to your device, please disconnect them before starting the exam session.*

To check whether your equipment conforms to the ProctorU equipment requirements outlined above, you are required to test your equipment by the following link:

<https://go.proctoru.com/testitout>.

## 3.6 EXAM DAY

### 1. Log in to Your TEST.COM Account

Please refer to the exam credentials (link, username, and password) provided by TRECCERT Examination (examination@treccert.com) 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.

### 2. Pre-Checks

If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and terms of service. The browser will prompt you to share your screen, a required part of being proctored online.

### 3. Photos and Authentication

You'll take a photo of yourself as well as your I.D. for identity verification purposes. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.

### 4. Chatbox Download

You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run.

When the chat box says "waiting," it means that you are in the queue waiting for your proctor.

*TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue.*

### 5. Proctor Connection and Confirmations

Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.

### 6. Remote System Check

Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running.

You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.

### **7. Camera Pan**

Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may be asked to show your computer monitor by using a mirror or cellphone camera. Also, you may be asked to show to the camera any paintings or documents in the room that appear to contain written text. Lastly, your proctor will make sure your cell phone is out of reach.

### **8. Navigating the Exam**

Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam.

### **9. Take Your Exam**

Your proctor will release control of your computer and you'll begin your exam when you're ready.

*NOTE: Your webcam view and your screen will be recorded through the duration of your exam.*

### **10. Alert the Proctor When Finished BEFORE Submitting**

Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process.

### **11. Log Out of Your Exam Site and Browser**

Your proctor must observe you log out of the exam website and close out all browser tabs. Close Out of ProctorU Chat Box This will end your session with ProctorU. Once the chat box closes, you'll be invited to complete a ProctorU customer satisfaction survey.

## **3.7 EXAM RESULTS**

Exam results are given by the Examination Manager (examination@treccert.com) via email within 5-7 business days of exam date. Upon receiving the exam results, successful candidates can apply for certification. Exam results are valid for one (1) year, starting from the day when the examination was completed.

## **3.8 EXAM RETAKE**

Candidates are entitled to exam retakes, in case of unsuccessful attempts. The first retake can be taken after 90 (ninety) days of the initial attempt for a price of 99 €. For every subsequent retake attempt, candidates must wait at least one year from their last attempt and pay the full certification price. For more information, please contact examination@treccert.com and visit our website.

## **3.9 CERTIFICATION APPLICATION**

After the successful completion of the exam, candidates shall receive a blank copy of the Certification Application Form and Experience Verification Form. Candidates are required to provide all the required information in the Certification Application Form.

Additionally, candidates need to identify Colleagues, Managers, Supervisors, Directors or other persons with whom they have a professional relationship that are willing to attest to their experience and fill out the Experience Verification Form.

In order to apply for certification, the candidate needs to attach the filled and signed Certification Application Form and Experience Verification Forms and email them to the certification manager ([certification@treccert.com](mailto:certification@treccert.com)).



# **4** MAINTAINING THE CERTIFICATE

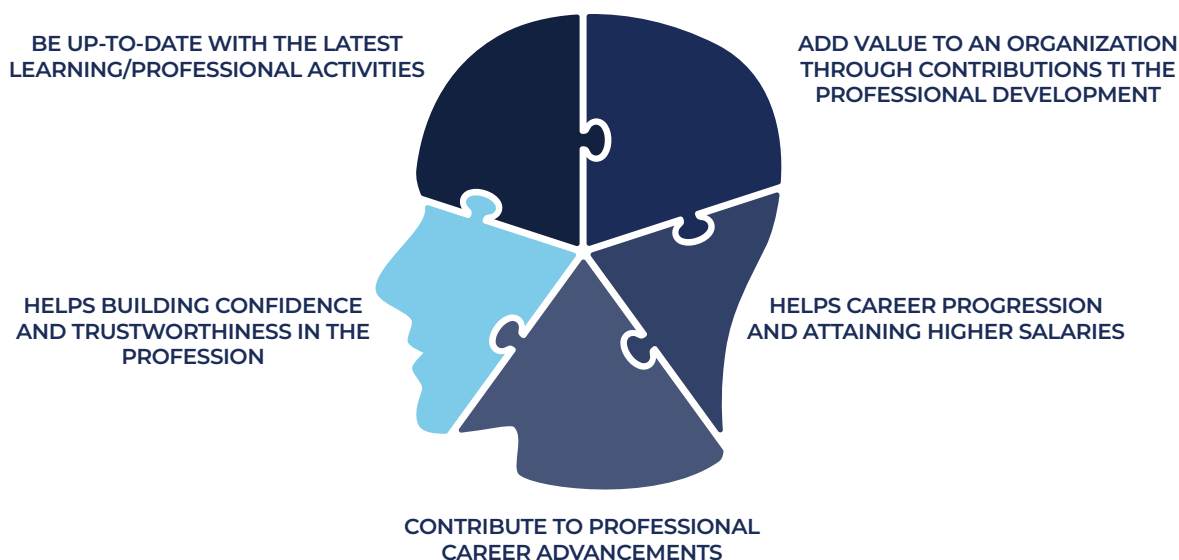
# TRECCERT CONTINUING PROFESSIONAL EDUCATION (CPE) PROGRAM

## 4.1 WHAT IS CPE?

CPE stands for Continuing Professional Education. The term refers to the learning and professional activities undertaken by individuals that want to obtain and maintain the required knowledge, skills and abilities in a particular profession. One (1) CPE credit is accrued per 45-60 minutes of CPE activity. In some cases, such as academic or professional training sessions, an 'hour' might be shorter—between 45 to 55 minutes, taking into account breaks between sessions. CPE activities that last a minimum of 45 minutes may be reported as a full hour of activity and earn one (1) CPE credit.

## 4.2 THE CPE BENEFITS

The certification industry is built on various standards that are adapting to a specific field/industry and job market needs in a continuous basis. Continuing Professional Education (CPE) activities are important to individuals that want to be relevant to the current job market demands. Please check the main benefits of a CPE program related to the TRECCERT certification programs below.



## 4.3 CPE REQUIREMENTS

To ensure and maintain competence in implementation or audit, applicants and certified individuals of TRECCERT need to adhere to the Continuing Professional Education (CPE) requirements. In order to maintain and be eligible for the renewal of TRECCERT credentials, certified individuals must:

1. *Accumulate 90 CPE credits during the three-year recertification cycle (with a recommended minimum of 30 CPE credits per year).*
2. *Earn at least 30 CPE credits annually and submit the CPE Log Form to the TRECCERT Certification Manager.*
3. *Ensure the annual maintenance fee (AMF) is paid upon submitting the CPE report.*
4. *Maintain a record of CPE activities, credits, and the corresponding evidence.*

Please be aware that the CPE credits earned for each certificate are required to be related to the subject matter area in which the candidate is certified. Please visit our website for detailed information regarding the applicability of CPE credits for each certification program.

## 4.4 CPE CATEGORIES

One (1) CPE credit is accrued per 50 minutes of CPE activity. CPE credits shall be reported prior to the end of the one-year period.

There are five categories of CPE activities which TRECCERT CPE credits can be earned:

### **Category 1: Professional Activity**

Credits from “Category 1” are earned from completion of activities which have a substantial professional knowledge sharing or educational contribution to the particular credential. Some examples of activities for “Category 1” are shown below:

- *Preparing and/or presenting a webinar, seminar, conference or presentation.*
- *Delivering a course.*
- *Attending professional meetings.*
- *Serving as a subject-matter expert (SME) for a panel.*

### **Category 2: Work-Based Learning**

Credits from “Category 2” are earned from completion of activities which extend beyond the job responsibilities of the individual and are related to the particular credential.

Some examples of activities for “Category 2” are shown below:

- *Completing a workshop.*
- *Completing lab exercises.*
- *Performing peer-reviews.*
- *Completing in-house trainings.*

### **Category 3: Education Activity**

Credits from “Category 3” are earned from completion of activities which involve individual learning including pursuing academic studies which are related to the particular credential.

Some examples of activities for “Category 3” are shown below:

- *Completion of formal university courses (in-person or online).*
- *Completion of structured courses designed as a self-study, instructor-led or blended, which offer CPE hours.*
- *Completion of trainings, including in-house corporate trainings.*
- *Completing a webinar, seminar or conference.*
- *Passing a professional examination related to the industry.*

### **Category 4: Exam Items Development and Review**

Credits from “Category 4” are earned from completion of activities which involve the development or review of TRECCERT exam items related to the particular credential.

Some examples of activities for “Category 4” are shown below:

- *Item creation for certification exams.*
- *Item review of certification exams.*

### **Category 5: Publication/Review of Articles, Research Papers or Books**

Credits from “Category 5” are earned from completion of activities which involve the publication or review of materials related to the particular credential. All publications must appear in a formal website address.

Some examples of activities for “Category 5” are shown below:

- *Publication/review of articles.*
- *Publication/review of research papers.*
- *Publication/review of whitepapers.*
- *Publication/review of training materials.*

TRECCERT requires from its certified individuals to use their professional judgement to make a verifiable contribution to the development of their knowledge and skillset related a particular credential.



## **4.5 CPE REPORTING**

TRECCERT certifications are valid for a period of three (3) years. The recertification period begins on January 1st of the year following the year in which candidates are certified.

The CPE annual/triennial reporting period begins on January 1st, of the year after which the recertification period begins.

TRECCERT representatives contact via email all certified individuals on the beginning of the CPE reporting together with the CPE Log and Annual Maintenance Fee (AMF)/Triennial Maintenance Fee (TMF) invoices.

## **4.6 ANNUAL MAINTENANCE FEE (AMF)**

Certified individuals are required to report their Continuing Professional Education (CPE) credits in the CPE log and submit relevant evidence. Additionally, they must ensure the payment of the Annual Maintenance Fee (AMF) or Triennial Maintenance Fee (TMF) invoices, depending on the chosen fee structure. This can be done conveniently through the TRECCERT website.

Failure to report the CPE hours by the end of January of the third full year of certification or pay overdue invoice(s) can result in suspension or withdrawal of the certification. Please visit our website for applicable AMF and TMF fees as well as information on certificate maintenance.

## **4.7 CPE RECORDS**

TRECCERT certified individuals shall maintain a copy of the submitted CPE log form and related evidence of the CPE credits earned during the triennial period, and shall be available to the TRECCERT representatives based on request.

TRECCERT Certification Department will conduct an audit on submitted CPE records to evaluate if a certified individual complies with the TRECCERT CPE requirements.

## 4.8 COMPLAINTS

Both certified individuals and candidates hold the right to submit complaints regarding their respective processes and outcomes. For certified individuals, TRECCERT advises initiating this process by discussing concerns with the TRECCERT Certification Manager at (certification@treccert.com). In the event that an informal resolution proves ineffective, certified individuals can proceed with a formal complaint by filling out the form on our website and emailing it to complaints@treccert.com.

Likewise, candidates have the prerogative to file complaints concerning exam administration and results. TRECCERT encourages candidates to first attempt resolution through dialogue with the TRECCERT Examination Manager at (examination@treccert.com). If an informal resolution is unattainable, candidates may file a formal complaint by filling out the form on our website and emailing it to complaints@treccert.com.

TRECCERT will administer complaints fairly and transparently, in accordance with applicable requirements and will inform candidates about the results via email. If TRECCERT candidates are not satisfied with the response to their complaint, they can also file an appeal. Please be aware that, while the submission and administration of complaints is free of charge, there is an associated cost for administering appeals. Please visit our website for more information regarding our complaints and appeals process.

# 5 CONTACT US

📍 Vahrenwalder Str. 269A, 30179 Hannover, Germany

☎ +49 5115468440

✉ Customer Services ([info@treccert.com](mailto:info@treccert.com))

✉ Examination Department ([examination@treccert.com](mailto:examination@treccert.com))

✉ Certification Department ([certification@treccert.com](mailto:certification@treccert.com))

🌐 [www.treccert.com](http://www.treccert.com)

🌐 [www.linkedin.com/company/treccert/](http://www.linkedin.com/company/treccert/)

🌐 [www.facebook.com/treccert/](http://www.facebook.com/treccert/)

🌐 [www.instagram.com/treccert/](http://www.instagram.com/treccert/)