
CBCI Candidate Information Pack



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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) 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 our [website](#) for further information about the new GPG 7.0.

Important Notice for Delegates

If you have any special learning requirements, we kindly ask that you contact us **before** booking your place on any specific course. This will allow us to understand your needs and work with you as best we can to make your learning experience as effective and comfortable as possible.

Please reach out to our Learning Team at education@thebci.org before proceeding with your booking.

Thank you for your co-operation and understanding.

CBCI Certification

What is the Certificate of the BCI (CBCI)?

The 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 business continuity. This theory is aligned 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 business continuity.
- **Employer Recognition:** CBCI is an internationally respected certification. This gives you a professional edge with employers around the world recognising 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.
- **Instructor-led and online blended learning options:** The delivery of instructor-led, online certification training courses is provided by BCI Approved Instructors only, who are highly experienced practitioners themselves. For more information about the CBCI course and options, please visit our [website](#).
- **Professional Status:** Upon passing the examination, you are enrolled as a CBCI Member of the BCI, with one-year complimentary membership. The CBCI is a certified grade of membership that recognises your professional status, which can be held for a maximum of 3 consecutive years. To continue your CBCI membership and use the CBCI post-nominal, you will need to pay an annual CBCI membership fee for years 2 and 3. During these 3 years, we encourage members to upgrade to an Associate Member of the BCI (AMBCI), Member of the BCI (MBCI), or Fellow of the BCI (FBCI). Once awarded full membership, your certified status will remain current alongside payment of the annual membership fee. 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

BCI membership offers its members a wide range of value-add benefits. Whatever stage of your career you're at, you will find benefits and a level of membership to suit you.

bci < **CBCI** [Certified \(CBCI\) Grade | BCI \(thebci.org\)](#)

CBCI For those who has passed the CBCI exam in the past 3 years.

Once you pass your CBCI Exam, you'll receive a **free one-year membership** that will allow you to use the CBCI post-nominal designation.

We recommend that you upgrade your membership by applying for AMBCI or MBCI membership grades.

Our Membership Criteria is aligned to the Competency Framework, building on traditional business continuity competencies contained in the Good Practice Guidelines by introducing additional competencies that are essential for effective business continuity & resilience professionals such as leadership, ethics & values and working with others.

The globally recognised CBCI membership unlocks many value added benefits including BCI mentoring, to help you work towards your goals with experienced members, exclusive member only content, a digital membership badge to showcase your expertise and invaluable access to a global network of resilience professionals.

bci < **AMBCI** [Associate \(AMBCI\) Grade | BCI \(thebci.org\)](#)

Associate of the BCI (AMBCI) For those who have passed the CBCI exam and have Foundational level competency, with an awareness of different approaches, and they apply this knowledge in daily work to carry out well-defined tasks.

bci < **MBCI** [Member \(MBCI\) Grade | BCI \(thebci.org\)](#)

Member of the BCI (MBCI) Our second highest membership grade, experienced professionals with Comprehensive level competency.

bci < **FBCI** [Fellow \(FBCI\) Grade | BCI \(thebci.org\)](#)

Fellow of the BCI (FBCI) Our most prestigious membership grade. Fellows have Advanced level of competency, are industry leaders, innovators and make significant voluntary contribution to the development of the BCI and/or profession.

To explore individual membership, please visit our dedicated [membership page](#) on our website.



Examination Overview

The 90-minute CBCI 7.0 examination is made up of 90 multiple-choice questions.

The concepts and topic areas of the examination have been derived from a detailed analytical study of the BCI's GPG completed by a collection of BCI Subject Matter Experts (SMEs) and professional exam writers. Each question lists four possible answers, only one of which is the correct. The examination is offered online via the BCI using its online exam partners.

The pass mark for the exam is set at 63. A candidate scoring 77 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, are enrolled as a CBCI Member of the BCI for 3 years (first year for free). Achieving CBCI unlocks the ability to 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 competency.

The Certificate of the BCI (CBCI) Examination is aligned to the BCI's latest GPG.



Preparing for the CBCI exam

The CBCI 7.0 qualification specifications can be found here: [CBCI Qualification Specifications](#)

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

1. Attend a 3-5 day [CBCI Certification 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 6 weeks (4 hours per week). All sessions are recorded and can be played back at any time during the course, until 10 days after course completion. Following the completion of the course, you can take the online CBCI examination.
3. [Self-study option](#), based on the Good Practice Guidelines 7.0 Edition.

Printed copies of the Good Practice Guidelines (7.0 Edition) can either be purchased from the [BCI 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 GPG as part of your membership benefits, which can be accessed from the [Knowledge Library](#) on the our website.

Taking the CBCI 7.0 Online Examination

The CBCI Exam is only available online, via real-time proctored sessions. BCI's partners for online exams are Prolydian and Proctor 360.

Once you have been registered by the BCI for your exam, you will receive a registration email from support@prolydian.com with instructions for completing your exam account set up. The subject line of this email will be "Certificate of the BCI (CBCI) Online Exam - Authorization to Test". You will be able to schedule your exam by accessing your exam account by following the steps in this email. You will have **60 days** to schedule and take your examination.

If you are unsure on what time zone to select when scheduling your exam, you can view this page [Default Time Zones | Microsoft Learn](#) for assistance as Prolydian uses Windows Default Time Zones. For further information and help on scheduling your exam, please head to Prolydian's support article [Selecting your time zone \(prolydian.ladesk.com\)](#) which includes the Available Time Zone options.

After you schedule your test, Prolydian will send you an appointment confirmation email listing your test date, testing time and instructions on how to prepare for your proctored exam. The subject line of this email will be "Certificate of the BCI (CBCI) Online Exam - Exam Scheduled". Please note that your scheduled exam appointment will include the

If you wish to find out more about the remote proctoring experience or how to schedule your exam, please visit the [Prolydian FAQs page here](#). Because this exam is using remote proctoring, the exam must be taken on a desktop or laptop. **Tablets and mobile devices are not supported. Personal laptops/computers are strongly recommended.**

You must check your equipment to make sure your system is compatible with Proctor360 ([more information is available here](#)) at least **48 hours before** the start of your exam.

CBCI 7.0 Online Examination Systems Readiness Checklist

It is the candidate's responsibility to ensure that their laptop/computer meets the technical requirements for taking the exam and failure to do so may result in the student having to be re-registered for the exam. The cost of re-registration for the exam is GBP £50.00.*

As mentioned above, we strongly recommend that you take the CBCI 7.0 Online Exam on a personal laptop/computer.

The reason for this is because organizational laptops/computers block outgoing video (webcams and screen sharing) from accessing Proctor360's application if the appropriate ports and links aren't allowed. Company Firewalls and VPNs may block you from sharing information to Proctor 360's application and therefore, technical complications may arise when it comes to using a company laptop/computer.

However, if you do **not** have a personal laptop/computer and **MUST** use your organizational one, please follow these steps below and run through this with your IT department **BEFORE** sitting your CBCI 7.0 Online Examination:

To successfully administer Proctor360's proctoring services and exams with corporate laptops/computers using firewalls and VPN, your data network must be able to support the demands of audio and video traffic concurrently with the data demands. Therefore, a high-performance network will need to be in place or established.

- Proctor 360 requires that each customer test their location's broadband connectivity for quality and capacity. For better audio and video quality, we recommend that you use a high-speed DSL, cable, or fibre-optic connection with a dedicated upload and download bandwidth speed of **10 Mbps** or higher for each laptop or desktop you plan to use.
- Proctor 360 only supports Chrome and Microsoft Edge. Please use either Chrome (Version 83.0.4103.61 and above) or Microsoft Edge (Version 79.0 and above).

** <https://webcasts.com/webrtc>

If you are unable to run the test successfully, please refer to the following network configuration below:

- Please check that the following port ranges are open on the firewall for your TCP/UDP/TLS traffic. These ports in the firewall must be open for the Proctor 360 proctoring application system to work properly. Please note that the network connectivity is initiated from the user to Proctor 360's application.
- Proctor 360 also recommends that the following be in place in the Customer's Network to support a successful testing application:

<u>Protocol</u>	<u>Ports</u>	<u>Source</u>	<u>Destination</u>	<u>White List IPs[^]</u>
TCP	80, 443	All Proctor360 Clients	*.proctor360.com	100.24.26.16 34.229.194.248
TCP	3478-3479	All Data Channels	Turn Server	54.226.61.2
UDP	49152 - 65535	All UDP data channels	Turn Server	54.226.61.2

[^]Note: IPs specified are applicable for PROD1

- If the firewall or modem supports SIP ALG (Application-Level Gateway) or SPI (Stateful Packet Inspection) you may want to disable these functions. This may be located in the NAT (Network Address Translation) options of your device.

**Example: webRTC system Test:

<https://webcasts.com/webrtc/>

If test prompts for permission, please select “Allow”

- Select audio and video source
- Select nearest location
- Click on “Start Test”
- Please ensure checks enabled for Microphone, Camera, Network, and Connectivity

If you would like to request a sample session with Proctor 360 before taking your examination to verify your system, you can do so by submitting a ticket [Submit a Ticket - Proctor360 Support](#) and selecting Business Continuity Institute (BCI) as your ‘Test Organization’. Proctor 360 will create and provide you with a sample link that you can run through with your IT department. Once this has been completed, Proctor 360 will confirm with yourself that everything went through as it should on the proctoring side.

Along with the above checks, please **always** run the ‘systems check’ as per the email you will receive from Proctor360 directly after registration. The system checks verifies that screen share and webcam access is allowed **locally**.

***If the proctor finds that your laptop/computer does not meet the technical requirements to access their services and take the exam, you will not be allowed to proceed with your exam session. You will then need to be re-registered by the BCI. Please contact education@thebci.org to organize the re-registration invoice and next steps.**

Candidate’s Authentication

The proctor will check your identity using verification documents before allowing you to take the exam. The document must be a valid, in-date, physical and original, government issued photo ID (e.g., passport, driving license etc.). Expired IDs will not be allowed. The first name, last name and expiration date on this ID must be in English characters and the photo must match your face. The full name on the ID must match your full name on your exam account with Prolydian/Proctor360.

If the ID does not meet these criteria, you will not be allowed to proceed and you will have to reschedule your test.

If you do not have a valid, in-date ID with English characters, or your full name on your exam account does not match the details on your ID, you must contact education@thebci.org for further advice.

Exam Taking Rules

Here is a list of the exam-taking rules that you must observe all throughout the session:

- You cannot test in public venues or libraries.
- You must be in a private secure room, all by yourself – for the full duration of your exam.
- You must test on a hard surface - Desk/Table and sit on a chair. Testing from a sofa/bed/couch etc. is strictly not allowed.
- The proctor will conduct a thorough environment check and ask you to show all 4 corners of your room, the top of your testing surface, as well as under your testing surface.

- The desk must be completely clear of all materials. There should be no paper, pen, pencil or sticky notes on the desk.
- Second monitors are not allowed. Additional monitors should be disconnected and removed from the examination desk.
- You cannot use headsets or earbuds.
- There should be no cell phones with you or within arm's reach.
- Only clear bottles of water can be kept on the exam desk. No other food or beverage is allowed.
- You must be silent and not read the questions out loud, during the exam.
- There must be no background noise in the exam room.
- There should be no smartwatches with you or within arm's reach.
- There are no restroom breaks.
- Academic Dishonesty – This is a serious offence. The Proctor will provide a warning and re-secure the environment with another camera pan. If the behavior continues, the exam will be shut down and a report will be sent to BCI for review.

For any exam account issues that require technical assistance, you will be able to contact Prolydian support at support+BCI@prolydian.com.

If you experience any issues connecting to your proctor or during your exam, you will be able to contact Proctor360 at support@proctor360.com.

For Special Accommodations for any of the above test taking requirements, please contact education@thebci.org for approval. Accommodations must be coordinated prior to booking your CBCI exam.

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.

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 exam registration login provided to you by at no extra cost providing you are scheduling a new date before the 60-day access expires.

CBCI Online Exams cannot be cancelled once purchased. They can be rescheduled as described above.

"No-show" and cancellation fees

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, a non-negotiable administration fee of GBP 160 is payable to the BCI.

Examination validity extension

Once you have been registered for the CBCI exam, the validity period cannot be changed or extended. 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 - please contact education@thebci.org for more information).

Candidates would need to purchase the exam again to be registered back on the system.

Additional Time for the CBCI Exam

Candidates with learning needs, and candidates whose first language is not English sitting the English exam paper, may request an additional 25% exam time. To access this allowance, candidates sitting the online examination should provide the relevant evidence to their Licensed Training Partner before the course starts or Approved Instructor at the start of the course to ensure that the BCI has the correct information before registration occurs. Candidates with learning needs will need to provide a letter from their employer that identifies their individual requirements so that the best possible accommodation can be made.

On the day of the exam

You will be allocated a proctor to complete your Candidate Authentication and invigilate your examination to ensure that it takes place under secure conditions. Your examination session will be recorded and held for six months after the examination. You can find Proctor 360's Privacy Policy [here](#). You must follow the instructions provided in the email from support@prolydian.com with the subject line "Certificate of the BCI (CBCI) Online Exam - Exam Scheduled".

The exam session opens only one minute before the scheduled time. **If you arrive early, you will have to refresh the page to see the Launch Exam button at the scheduled time.**

The standard exam time is 90 minutes. However, the first 15-20 minutes will involve going through ID and workspace checks. Only when the proctor is satisfied and has approved the release of the exam will your 90-minute exam session start. There is a countdown timer in the top bar that you can use for timekeeping. You will be able to flag questions to return to them later and at the end, when you are confident about all your answers, you can submit your paper by clicking on "Exit Exam".

After the examination

Receiving exam results – CBCI Exam

At the end of the online examination, all candidates will receive feedback on their results by email and within 30 minutes of exiting the exam. These results cannot be considered final until they have been verified by the BCI following an exam status report from Proctor 360. 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 90-minutes 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 four weeks of taking the online exam.

Please note we do **NOT** give exam results out over the phone.

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

CBCI 7.0 Certificate

Successful candidates will receive their PDF CBCI 7.0 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 **63 and 76 is needed to Pass** and **77 or above to Pass with Merit**.

Upgrading your CBCI Membership

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 150 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 membership fee rates are based on the income bracket of the country where a member resides, works, and the currency they wish to pay in. The fees can be viewed [here](#).

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

Retaking the exam

There is a £160/\$208/€220 re-sit charge for any subsequent attempts. Candidates should contact education@thebci.org when they are ready to book their re-sit and details on the process will be provided to you. A member of the BCI team will add the re-sit item to your online cart at the discounted price, the candidate will then be able to log in and make the appropriate payment. Once payment has been received you will be registered with the exam platform as you were before.

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 unauthorised 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 unauthorised 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 Proctor 360 - and Prolydian 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)

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 computerised 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.

FAQs

The CBCI 7.0 Certification course and CBCI 7.0 examination have been updated and re-designed to reflect the revisions made in the Good Practice Guidelines (7.0 Edition).

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

1. I have already taken a CBCI 2018 course and exam in the past. Do I need to sit the CBCI 7.0 course and examination, now?

- You may wish to take the BCI's CBCI Refresher Course, to update your knowledge and familiarise yourself with the most up-to-date industry standards and practice in business continuity and resilience as part of your continued professional development (CPD) program.
- However, if you are interested in only upgrading your membership to an AMBCI, MBCI, or FBCI, you need not re-sit the exam.

Please contact bci@thebci.org for more details.

2. How can I access the new GPG 7.0?

Please visit the [dedicated page on our website](#) for more information about the GPG 7.0.

3. Is the CBCI 2018 certification less valuable than the CBCI 7.0 certification?

No, it is not. The CBCI 7.0 course is aligned to the GPG 7.0. This 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 Course.

4. Is the Good Practice Guidelines 2018 version enough to study for the new examination?

No, you will require the GPG 7.0 to prepare for the CBCI Exam.

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

The CBCI 7.0 Certification Course and CBCI Exam are currently available in English, Spanish, French & Arabic. Please contact bci@thebci.org for more information about translations.

6. 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 on the [dedicated page on our website available here](#).

Disclaimer

Passing the Certificate of the CBCI Exam demonstrates currency of knowledge and understanding in good BC practice as described in the Good Practice Guidelines.

It has never been the purpose of the BCI to confer any academic degree, legal qualifications, guarantee of experience or performance, privilege, or license to practice business continuity through granting of the CBCI Certificate.

The BCI

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