

Training Course Terms and Conditions

1. Acceptance of Bookings and Payment

Payment of course fees will constitute acceptance of the following terms and conditions.

All booking requests will be acknowledged by email. CRMG reserves the right to decline a booking request. All bookings are subject to availability. Upon acceptance, CRMG will issue an invoice in respect of the booking.

All invoices relating to course fees must be paid in full, by bank transfer, no later than 15 working days before the course start date. Special arrangements may be made in the case of late bookings only.

In the event of non-payment of course fees, CRMG reserves the right to refuse a delegate entry to the event.

2. Course Fees

The fee for the training course will be confirmed at the time of booking. All fees quoted are exclusive of VAT, which will be charged at the appropriate rate.

Course fees will include:

- 3.5 day training course plus examination on the afternoon of the fourth day
- Lunch, refreshments and all course material – available in both paper and electronic form
- CRMG certificate to confirm completion of the course. This is entirely separate from the PECB Certified Practitioner certification which will be issued on successfully passing the examination
- PECB examination and certification fee, including one retake at a later date should this be necessary.

3. Cancellation and Transfer

CRMG reserves the right to cancel a course after accepting delegate bookings. In this event, CRMG will reimburse in full any course fees paid. CRMG's liability will be limited to the value of the course fees paid.

In the event of a delegate being unable to attend their booked course, and not wishing to be transferred to a course on an alternative date, notification must be emailed to rebecca.stanley@crmg-consult.com. The delegate will be required to pay a cancellation fee as follows:

- Notification of cancellation received prior to 15 working days before the course start date will qualify for a complete refund of any course fees paid
- Notification of cancellation received prior to 10 working days before the course start date will incur a cancellation fee of 25% of course fees paid. This fee will be deducted from any refundable monies
- Notification of cancellation received less than 10 working days before the course start date will incur a cancellation fee of 40% of course fees paid. This fee will be deducted from any refundable monies
- Non-attendance at the event by the delegate, with no prior notice having been given, will be deemed to be a cancellation and no refund will be payable.

Any exceptions to the cancellation terms above will be handled at the sole discretion of CRMG.

In the event of a delegate wishing to transfer to a course on an alternative date, notification must be emailed to rebecca.stanley@crmconsult.com.

- A transfer request received prior to 15 working days before the original course start date will incur an administration fee of £50 (+VAT) plus any increase in course fees
- A transfer request received less than 15 working days before the original course start date will be handled at the discretion of CRMG
- In the event of CRMG being unable to accommodate a transfer request (for example, if there is no availability on the requested date), a cancellation fee will be payable, as detailed above.

CRMG will endeavour to accommodate requests to substitute one delegate for another, from within the same company, but is under no obligation to do so. Such requests will incur an administration fee of £50 (+VAT).

Certification – information only

Certification relating to the training course is issued and managed entirely by an independent body - PECB. To this extent, CRMG is not responsible for the effects of any change to PECB’s working practices or certification requirements. The information set out below summarises key points relating to the Certification but does not form part of the Training Course Terms and Conditions. More detailed information is available from the PECB Candidate Handbook and Exam Preparation Guide (referenced below).

All course delegates must have legitimate access to a copy of the ISF Standard of Good Practice for Information Security 2018 (in either electronic or paper form).

- If a delegate is an employee of an ISF member organisation, this requirement will be satisfied by virtue of the ISF membership
- If a delegate is not an employee of an ISF member organisation, copies of the Standard can be purchased direct from ISF (<https://www.securityforum.org>).

On receipt of payment, delegates will be issued with a PECB Candidate Handbook and Exam Preparation Guide, both of which relate to the certification element of the course.

Certification is subject to certain requirements set out by PECB, as follows:

Credential	Exam	Professional Experience	Information Security Management Project Experience	Other Requirements
PECB Certified ISF Standard of Good Practice <u>Provisional</u> Practitioner	PECB certified ISF Standard of Good Practice Practitioner exam	None	None	Signing the PECB Code of Ethics
PECB Certified ISF Standard of Good Practice Practitioner	PECB certified ISF Standard of Good Practice Practitioner exam	Two years – to include one year of work experience in Information Security Management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics

Please note, that a Provisional certification can be upgraded once the experience requirements, as set out above, have been met.

Following successful completion of the examination, candidates will be invited to register on the PECB portal. Prior to awarding the certification, PECB will require the candidate to provide the following information:

- Professional References – two required, from individuals with whom the candidate has worked in a professional environment and who can validate the candidate's information security experience, current and previous work history. These individuals must not be family members or fall under the supervision of the candidate
- Professional Experience – candidates should provide details including job title(s), commencement and end date, job description(s) etc
- Information Security Experience – the candidate's information security log will be checked to ensure they have completed the minimum number of information security management hours required.

The PECB Certification Department will evaluate each application to validate the candidate's eligibility for certification.

PECB certificates are valid for three years. To maintain their certification, the candidate must provide PECB, on an annual basis, with evidence of their continuing to perform activities related to their respective certification. Candidates are also required to pay an annual maintenance fee. After successfully maintaining their certification for three years, candidates may then apply for a renewal.