



Certification of Capability in Business Analysis[™] (CCBA[®])

Recertification Handbook

The IIBA[®] guide to maintaining the CCBA[®]
designation.

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1. About this Handbook

The purpose of this handbook is to provide Certification of Capability in Business Analysis™ (CCBA®) recipients the information needed to maintain their CCBA® designation.

2. IIBA® BABOK® Guide Overview

The *BABOK® Guide* is the collection of knowledge within the profession of business analysis and reflects current generally accepted practices. The *BABOK® Guide* is defined and enhanced by the business analysis professionals who apply it in their daily lives. The *BABOK® Guide* describes business analysis areas of knowledge, their associated activities and tasks, and the skills necessary to be effective in their execution.

Since the *BABOK® Guide* is growing and evolving, each release must be considered a move toward the complete body of knowledge. Additions will be made periodically based on feedback and changes to generally accepted practices. While specific business analysis techniques may be referenced in the *BABOK® Guide*, the criteria for including information in the guide are that it is proven, generally accepted and widely applied. The *BABOK® Guide* is a reference for professional knowledge for business analysis and provides the basis for the CCBA® certification.

The *BABOK® Guide* is composed of six knowledge areas plus underlying competencies. For more information about the *BABOK® Guide*, please visit the *BABOK®* section of the website.

3. About CCBA® Recertification

3.1. CCBA® Recertification Program Overview

Individuals who have attained the CCBA® designation must demonstrate an ongoing professional commitment to the business analysis profession by satisfying the CCBA® Recertification program. There are two reasons for requiring recertification:

1. To ensure that the Business Analysis Professional is keeping up with changes in the profession.
2. To ensure the Business Analysis Professional contributes to the profession.

The Recertification program supports the ongoing professional development of individuals who have attained the CCBA® designation, hereafter referred to as CCBA® recipient. The purposes of recertification are to:

- Encourage the ongoing professional development of CCBA® recipients.
- Encourage and recognize individualized learning.

- Encourage the efforts of CCBA® recipients to give back to the profession.
- Offer a standard and objective mechanism for recording professional development activities.
- Sustain the global recognition and value of the CCBA® designation.

In order to satisfy the recertification requirements and maintain an active status, CCBA® recipients must earn and report a minimum of 60 Continuing Development Units (CDUs) during each three-year cycle.

3.2. Confidentiality of Information

The CCBA® recertification application form and all other CCBA® recertification program-related materials are kept private and confidential. This information will not be disclosed to anyone other than the CCBA® recipient without the recipient's consent.

Any violation of the IIBA® Confidentiality Policy will be subject to disciplinary action(s) as described in the IIBA® Constitution.

Notwithstanding any other confidentiality obligation owed by the IIBA® to the applicant, in the event that the recipient's application fee has been paid by a third party ("Sponsor"), the recipient hereby irrevocably authorizes and directs the IIBA® to release Confidential Results Information to that Sponsor.

4. CCBA® Recertification Application Process

The recertification process includes CCBA® recipients completing the CCBA® Recertification Application Form and the CCBA® CDU Reporting Form, paying the recertification fee, and reaffirming the CCBA® Code of Ethical Conduct and Professional Standards.

4.1. Recertification Process

The Certification team will email each CCBA® recipient at their email address on file at least 90 days from their CCBA® recertification anniversary date notifying them that their recertification date is approaching and that they must apply for renewal of their credential. Note that CCBA® recipients are responsible for maintaining their contact information including their email address and can do so by updating their My Profile on the IIBA® website at www.iiba.org.

Note: Email communications from IIBA® may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. CCBA® recipients should therefore, add certification@iiba.org to their personal address book in their email program to help

ensure important Recertification program messages from IIBA® and specifically from Certification are received.

Although IIBA® will attempt to contact each CCBA® recipient regarding their recertification date, it remains the responsibility of each CCBA® recipient to be aware of the date and to comply with all recertification requirements on time.

Prior to the CCBA® recipient's certification expiration date, the CCBA® recipient must:

- Complete the [CCBA® CDU Reporting Form](#);
- Complete the [CCBA® Recertification Application Form](#), attaching your completed CDU Reporting form to it;

Both of the above forms are located on our IIBA® website within the [Recertification site](#).

- Payment of the Recertification fee can be made either by credit card, money transfer or cheque:
 1. Navigate to portal.iiba.org.
 2. Log into the portal.
 3. On the navigation bard, click Certifications.
 4. On the Certification page, click on the CCBA® box, click the payment option and follow the payment instructions.

Please note, when payment by check or money order, please make payable to "IIBA®" and mail payment to the address listed within the [Contact website](#).

IIBA® must receive the CCBA® recipient's recertification application package including payment by their certification expiration date. The current renewal fee for IIBA® members is \$85 USD and \$120 USD for non-members (plus GST/HST for Canadian residents) and is non-refundable.

Assessment of the completed recertification application package will commence, once payment is received. If the CCBA® recipient's recertification is approved, the Certification team will notify the CCBA® recipient by email within two weeks. A new wallet card with a new recertification date will be available for download and print from within your IIBA® portal in a PDF version.

For instructions on how to download and print your wallet card, please [click here](#).

Your wallet card will contain your Certification Number and Valid Until Date, which is the date you are required to recertify next.

If recertification is declined for any reason, a decline notice will be emailed to the CCBA® recipient.

4.2. Determining the Recertification Date

A CCBA® recipient's certification begins on the date they pass the certification examination and ends on the third anniversary of that date. For example, an examination date of July 31, 2007 results in a certification expiration date of July 31, 2010. For reference, each CCBA® recipient's recertification date is printed on their wallet card along with their unique certification number.

4.2.1. Active Status

CCBA® recipients who recertify prior to their certification expiration date will continue to be in active status for the next three years. All CCBA® recipients considered by IIBA® to be active CCBA® recipients will be listed on the [Certification Registry](#) within the IIBA® website. This allows verification of a CCBA® recipient's designation status.

4.2.2. Suspended Status

CCBA® recipients that do not satisfy the recertification requirements will automatically be placed on suspended certification status. The suspended CCBA® recipient's name will be removed from the CCBA® listing on the website. Suspended status will last a maximum of one year beyond the certification expiration date. Suspended certification status indicates that the individual may not use the CCBA® credential or certification mark, nor identify or represent him/herself as the holder of the CCBA® credential or as certified by IIBA®. Failure of the CCBA® recipient to adhere to these guidelines will result in the revocation of the CCBA® designation.

The movement from suspended status back to active status requires the CCBA® recipient to accumulate the required number and type of CDUs, pay the appropriate fee and also sign the Code of Ethical Conduct and Professional Standards Form. Upon meeting all recertification requirements, the CCBA® recipient's name will be added back on the Certification section of the IIBA® website.

The dates of the CCBA® recipient's next three year cycle will not change after reinstatement to active status from suspension. (The suspension period overlaps the first year of their next three year cycle.) Please note that any CDUs earned during the suspension period and applied to the suspended recertification effort may not be applied to the new three year cycle.

CCBA® recipients who do not meet the overdue requirements within the suspension period will lose their CCBA® designation. Individuals who fail to comply with the recertification requirements and lose their credential will be

required to re-apply for certification (including taking the CCBA[®] exam) to regain their CCBA[®] credential.

5. Continuing Development Units (CDUs)

The CDU is the measuring unit used to quantify approved learning and professional service activities. With some exceptions, one CDU is usually earned for every hour spent in a planned, structured learning experience or professional activity as defined below. Fractions of CDUs may be reported in quarter ($\frac{1}{4}$) hour increments after one full hour. If the activity is less than one hour, the activity does not qualify for any CDU credit. Earned CDUs must be reported using the CCBA[®] CDU Reporting Form. The Recertification Program organizes CDUs into six categories described in the table below:

Category	CDU Activity	Activity Value
1	Formal Academic Education	Maximum 30 CDUs per 3 yr cycle
2	Professional Development	Maximum 30 CDUs per 3 yr cycle
3	Professional Activities	Maximum 30 CDUs per 3 yr cycle
4	Self Directed Learning	Maximum 15 CDUs per 3 yr cycle
5	Volunteer Service	Maximum 30 CDUs per 3 yr cycle
6	Professional Experience	Maximum 25 CDUs per 3 yr cycle

Table 1 CDU Categories and Values

5.1. Reporting CDU Activities

Although there are no minimum requirements for the number of CDUs earned in specific categories, there are maximum values that may be earned in any single category. CCBA® recipients may achieve their CDUs in any combination of the various categories and are not required to report CDUs in all of the categories but must report CDUs in more than one category. The following must be considered when applying for recertification:

- CDU activities completed prior to obtaining the CCBA® designation are not accepted towards the recertification requirements.
- Participation for the same course/activity cannot be claimed more than once.
- CCBA® recipients are responsible for reporting their qualifying activities.
- Currently, CDUs must be reported on the CCBA® CDU Reporting Form (available as a download document under the Certification section of the IIBA® website) and collected ongoing until the recertification date.

5.2. CDU Qualifying Activity Categories

The six activity categories to earn CDUs are described below:

Category 1: Formal Academic Education (Maximum of 30 CDUs per cycle)

CDUs may be earned by beginning and completing an academic course after earning the CCBA® designation. The course must be started after the CCBA® examination is passed. Courses must be offered for degree credit and be directly related to business analysis as per the *BABOK® Guide*. The CCBA® recipient must receive a passing grade in the course.

CDUs are calculated based on the total number of class contact hours. A single course credit is usually earned for each three hours of class/contact time. As a result, 1 course credit qualifies for 1 CDU.

The course applicability and its CDU credit will be verified by the Certification program based on the contents of the *BABOK® Guide* at the time of recertification.

Category 2: Professional Development (Maximum of 30 CDUs per cycle)

2A Endorsed Education Provider (EEP) Courses

CDUs may be earned by attending educational programs (i.e. courses, seminars) offered by organizations endorsed by IIBA® and designated as an EEP™ vendor. A listing of EEP vendors and their endorsed courses are posted on the IIBA® website. The associated CDU values for each course will be posted also at some point in the future but is not available at the moment. Not all courses offered by an EEP

vendor will necessarily fall into this endorsed category as courses are endorsed by IIBA® on an individual basis.

The professional development must meet the following criteria to qualify:

1. It must be moderated/facilitated similar to a formal course (i.e., there must be a moderator for the session, or a facilitator/instructor who leads the group/individual through the material)
2. There must be a measurable learning objective (or set of objectives), and those must be directly applicable to the role of the Business Analyst (i.e., in terms of either changing behavior or improving skills)
3. It cannot simply be a presentation on a specific topic:
 - a) There must be the opportunity for students to interact with the material (e.g., be able to ask questions, make the learning meaningful)

AND

- b) An opportunity to practice the task or objective being presented
4. The subject matter must be directly related to business analysis or its underlying competencies as per the *BABOK® Guide*.

Note: IIBA® endorsed courses (as per the EEP program) automatically qualify for CDUs for recertification because they have already been assessed to ensure they meet the above criteria.

In this case, one hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter (¼) hour increments after one full hour. If the professional development is less than one hour, it does not qualify for any CDU credit.

2B Other Education Providers

CDUs may also be earned by attending relevant educational programs offered by other education providers. These are education providers and specifically courses that have not been endorsed by IIBA®.

The professional development must meet the following criteria to qualify:

1. It must be moderated/facilitated similar to a formal course (i.e., there must be a moderator for the session, or a facilitator/instructor who leads the group/individual through the material)
2. There must be a measurable learning objective (or set of objectives), and those must be directly applicable to the role of the Business Analyst (i.e., in terms of either changing behavior, or improving skills)
3. It cannot simply be a presentation on a specific topic:

- a) There must be the opportunity for students to interact with the material (e.g., be able to ask questions, make the learning meaningful)

AND

- b) An opportunity to practice the task or objective being presented and, be assessed by the facilitator/moderator.
4. The subject matter must be directly related to business analysis or its underlying competencies as per the *BABOK® Guide*.

If the course is not endorsed by IIBA®, the CCBA® recipient can still submit the course for CDU credit. In this instance, the CDU value submitted by the recipient will be validated by the Certification program at the time of recertification.

In this case, one hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter (¼) hour increments after one full hour. If the professional development is less than one hour, it does not qualify for any CDU credit.

2C IIBA® Chapter Meetings and Events

Chartered IIBA® Chapters are authorized to issue CDUs for their chapter meetings and other events. Chapters must keep a record of attendance of CCBA® recipients at each meeting and event for at least the previous three years (in the event of a CCBA® audit, attendees will then be able to prove their attendance). Chapters may issue a proof of attendance to the attendees for their records.

Chapter meetings are presumed to contain 100% Business Analysis content (i.e., aligned with the *BABOK® Guide*) and will earn CDUs at the usual rate of one CDU per contact hour. The CDUs for the monthly meetings will be calculated as follows: one CDU per hour of contact for the presentation portion of the meeting. There is a minimum of one hour for earning any CDU credit with additional CDUs granted at the rate of ¼ CDU for each 15 minutes.

CDUs for Chapter events will also be calculated at one CDU per hour of actual contact time at the meeting. Chapters do not need pre-approval for educational events that they offer. The content must be aligned with the *BABOK® Guide* and may be audited by IIBA®.

It is the CCBA® recipient's responsibility to request a receipt from the Chapter which will indicate the number of CDUs allocated to the event and prove their attendance at the event.

2D Other Events

CDUs may be earned by attendance at other events (conferences, symposiums, etc.) devoted to business analysis offered by other organizations. These other

events include business analysis training programs offered by employers as well as business analysis related programs offered by organizations such as Toastmasters. The content must be aligned with the *BABOK® Guide*.

In this case, one hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter (¼) hour increments after one full hour. If the professional development is less than one hour, it does not qualify for any CDU credit.

Although this is not an IIBA® endorsed course/event, the CCBA® recipient can still submit an event for CDU credit. In this instance, the CDU value submitted by the recipient will be validated by the Certification program at the time of recertification. Note that the required documentation is different for each of the above cases.

Category 3: Professional Activities (Maximum of 30 CDUs per cycle)

CDUs may be earned by participating in specified professional activities. Use the Guide to Category 3 Activities shown in the table below to determine the CDUs in this category:

Category	Activity Description	CDUs Earned
3A	Author or co-author of a business analysis article published in a refereed journal	30 CDUs per article
3B	Author or co-author of a business analysis article published in a non-refereed journal	15 CDUs per article
3C	Speaker/Instructor on business analysis at a conference, symposium, workshop, formal course or IIBA® chapter meeting	10 CDUs per activity
3D	Member/Moderator of panel discussion on business analysis at a conference, symposium, workshop or formal course	5 CDUs per activity
3E	Author or co-author of a business analysis textbook	30 CDUs
3F	Developer of content for a formal business analysis learning program	15 CDUs per program

Table 1 Professional Activity CDUs

For article writing in categories **3A** and **3B**, the following guidelines apply:

- There will not be a strict minimum or maximum length defined for any article. The article must be substantially (80% or greater) devoted to Business Analysis topic(s) as defined in the *BABOK® Guide*.
- The article may be published in a paper-based or electronic format but the publisher must be different than the author and one that edits/reviews the article content prior to publication. This provision does not apply to Category 3A since these are refereed journals by definition. Generally, the requirement for a review/editor provision is specifically intended to avoid granting any CDU credit for a self published blog, etc.

Category 4: Self-directed Learning (Maximum of 15 CDUs per cycle)

CDUs may be earned by participating in specified self-directed learning activities. As a general guide, one CDU is earned for each full hour of the activity. Self-directed learning activities involve personally designed research and/or study activities. Such activities may include informal discussions or coaching sessions with co-workers, clients, or consultants. It may include study of books, how-to manuals, Internet resources or other instructional resources.

Qualifying self-directed learning activities must be relevant to business analysis as per the *BABOK® Guide*, meet a specified purpose, and use knowledgeable resources.

The Certification team will validate the CDU value submitted when reviewing the recipient's application at the time of recertification.

Category 5: Volunteer Service to Professional or Community Organizations (Maximum of 30 CDUs per cycle)

CDUs may be earned through volunteer service to IIBA® or an IIBA® Chapter and/or by providing volunteer business analysis services to a non-employer community or charitable groups. For business analysis services to a community or charitable organization, these volunteer services must meet the definition of business analysis activities as defined in the *BABOK® Guide*.

Note: It will generally be a requirement that the CCBA® committee member or officer must attend a minimum of 50% of the scheduled meetings during the submitted time period in order to earn and claim the CDU value credit. This requirement may be waived by the Certification team if deemed appropriate due to unusual circumstances.

The "anniversary" year is defined as the year following the date of CCBA® award. Each subsequent "anniversary" year will follow accordingly. For example, the anniversary year for a CCBA® recipient who was certified on July 31 would run from

August 1 thru July 31. Following is a list of the volunteer activities that qualify for CDUs and the number of CDUs that each volunteer activity would earn:

1. Serving as a volunteer Board member or officer for IIBA® or an IIBA® Chapter.
 - a) 1 hour of service qualifies for 1 CDU.
 - b) A bonus of 10 CDUs per “anniversary year” is also earned for a minimum of six months of participation per year.
2. Serving as a volunteer committee member for IIBA® or an IIBA® Chapter.
 - a) 1 hour of service qualifies for 1 CDU.
3. Providing business analysis related services to a community or charitable group.
 - a) The organization sponsoring the work must be a legally recognized not-for-profit.
 - b) 1 hour of service qualifies for 1 CDU

Category 6: Professional Experience (Maximum of 25 CDUs per cycle)

CDUs may be earned by actual business analysis work experience during the three year cycle. The Business Analysis experience must be aligned to the *BABOK® Guide* in order to qualify. The Certification team will validate the CDU value submitted and that the business analysis experience is aligned to the *BABOK® Guide* when reviewing the recipient’s application at the time of recertification.

1000 hours of business analysis work experience that is aligned to the *BABOK® Guide* qualifies for 5 CDUs.

5.3. Transferring CDUs

CCBA® recipients who earn more than the required 60 CDUs in their current three year cycle may apply up to 20 of their excess CDUs to their next three year cycle. Only CDUs earned in the third year can be transferred. For example, if a CCBA® recipient’s cycle ends on December 31, 2010, up to 20 CDUs earned during 2010 can be transferred to the next three year cycle which begins on January 1, 2011.

5.4. Submission Considerations

CCBA® recipients must normally report 60 accepted CDUs and have submitted their recertification application prior to the end of their three year cycle in order to avoid suspension of their credential (see Suspended Status section above). The following must also be noted:

- The application must be post-marked by the anniversary date or the CCBA® recipient will be placed in suspended status.

- Applications postmarked by the anniversary date will have a grace period until they are assessed by Certification.
- Upon approval of the application, the CCBA® recipient is renewed with no loss of status.
- If the application is declined, then the CCBA® recipient is placed into suspended status and their name is removed from the website the day they go into suspended status
- CCBA® recipients who do not earn and report the required 60 CDUs within their three year cycle will be suspended. Note that this one year suspension period can be used to earn and report the required CDUs.
- CDUs can be reported up to twelve months after the expiration date of the three year cycle in which the activities were completed.

5.5. Maintaining a Recertification Folder

It is recommended that all CCBA® recipients maintain a personal recertification folder with documentation that supports their reported activities. For each activity claimed, CCBA® recipients should keep a copy of their submission and all required supporting documentation as outlined in Section 6.0 below. A percentage of CCBA® recipients will be randomly selected for auditing. Therefore, documentation for all CDU claims must be maintained for 18 months after the three year cycle has ended.

Any recertification forms and other material submitted to IIBA® become the property of IIBA® so it is highly recommended that the CCBA® recipient make their own copies before submitting their recertification application package to IIBA®.

6. Audits

As the recipient of an IIBA® credential, a CCBA® recipient has agreed to comply with its terms of use including adherence to the auditing terms. The IIBA® auditing terms provide that all CCBA® recipients are subject to an audit. In the event of an audit, CCBA® recipients will be permitted to recertify only after the audit has been successfully completed and all audit terms met. IIBA® reserves the right to audit CCBA® recipients at any time. During the audit, the CCBA® recipient's credential will be maintained as Active until and unless any action taken as a result of the audit has been completed.

The audit process should take approximately 3 months from start to finish with a minimum 2 weeks needed from the time the last piece of information is received by IIBA®. Once all information is received by IIBA® and analyzed, audit results will be communicated by email.

The audit documentation required for each CDU Category is listed below:

Category 1: (Formal Academic Education)

An official transcript or equivalent (i.e., a notarized copy), and a brochure or course materials outlining the subject matter covered.

Category 2A: (EEP Courses)

A registration form, certificate or letter of attendance, and EEP course number.

Category 2B: (Other Education Providers)

A course registration form, certificate or letter of attendance, a brochure or course materials outlining the subject matter covered and, professional qualifications of the instructor/lecturer.7/31/2008

Category 2C: (IIBA® Chapter Meetings and Events)

For Meetings: Proof of attendance.

For Events: Course receipt.

Category 2D: (Other Events)

A course description, proof of attendance, and professional qualifications of the instructor/lecturer.

Category 3: (Professional Activities)

Copies of publications, sample educational materials, course agenda, and description of the activity.

Category 4: (Self-directed Learning)

CCBA® recipients must be able to provide evidence supporting their reported learning project. This may include notes from and dates of discussion or reading sessions.

Category 5: (Volunteer Service to Professional or Community Organizations)

A letter or certificate from the organization served acknowledging the CCBA® recipient's work and dates of the volunteer tasks .

Category 6: (Professional Experience)

Individuals listed as contacts listed for each project documented will be contacted to validate work experience, hours, and dates. CCBA® recipients selected for an audit will be notified by email and will have 60 days from the date of the email to comply with the audit request terms. This time may be extended if necessary at the discretion of the Certification Body.

7. Appeal Process

If a CCBA[®] recipient's application for recertification is denied for any reason, he/she has the right to appeal by sending an e-mail to the Certification team at certification@iiba.org.

IIBA[®] will have up to 90 days to review the appeal and make a binding decision regarding the validity of the CCBA[®] Recertification Application. The CCBA[®] recipient may be contacted by IIBA[®] for any further information and/or clarification that are deemed necessary to validate the information on the application. A final decision will then be emailed to the individual.

8. Responsibilities to the Profession

CCBA[®] recipients have an ongoing responsibility to the business analysis profession. This responsibility is detailed in the CCBA[®] Code of Ethical Conduct and Professional Standards which may be found on the IIBA[®] website.

9. CCBA[®] Retired Status

CCBA[®] recipients who are no longer earning income from practicing and/or coaching in business analysis and therefore, cannot earn CDUs towards their recertification, can opt to change their CCBA[®] status from Active to Retired. This change in status will ensure the individual maintains their CCBA[®] status of Retired without the need to recertify every 3 years. For more information on this process and to access the application form, please read the policy within the [Recertification site](#).

10. Canceling Certification

CCBA[®] recipients may cancel their certification at any time by contacting the Certification team at certification@iiba.org.

Appendix A: Recertification Resources

The following forms and related recertification information can be found on the [Recertification site](#) within the IIBA® website www.iiba.org:

- CCBA® Recertification Handbook
- CCBA® Recertification Application
- CCBA® CDU Reporting Form
- CCBA® Code of Ethical Conduct and Professional Standards