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# **CCBA<sup>®</sup> AND CBAP<sup>®</sup> RECERTIFICATION HANDBOOK**

**THE IIBA<sup>®</sup> GUIDE TO MAINTAINING THE  
CCBA<sup>®</sup> AND CBAP<sup>®</sup> DESIGNATIONS.**

# Table of Contents

- 1.0 About this Handbook..... 3
- 2.0 IIBA® *BABOK*® Guide Overview..... 3
- 3.0 About Recertification ..... 3
  - 3.1 Program Overview ..... 3
  - 3.2 Confidentiality of Information..... 4
- 4.0 Recertification Process ..... 4
  - 4.1 Recertification Steps ..... 4
  - 4.2 Responsibility of the Recipient ..... 4
  - 4.3 Determining Your Recertification Date..... 5
  - 4.4 Fee Payment & Submission ..... 6
- 5.0 Continuing Development Units (CDUs) ..... 6
  - 5.1 Online CDU Reporting in the BA Development Log ..... 7
  - 5.2 Maintaining Supporting Documentation ..... 7
  - 5.3 Transferring CDUs ..... 7
- 6.0 CDU Qualifying Activity Categories ..... 8
  - Category 1: PROFESSIONAL DEVELOPMENT (Max. 30 CDUs) ..... 8
  - Category 2: WORK HISTORY (Professional Experience) (Max. 25 CDUs)..... 10
  - Category 3: PROFESSIONAL ACTIVITIES (Max. 30 CDUs) ..... 11
  - Category 4: VOLUNTEER SERVICE (Max. 30 CDUs)..... 12
  - Category 5: SELF-DIRECTED LEARNING (Max.15 CDUs) ..... 12
  - Category 6: FORMAL ACADEMIC EDUCATION (Max. 30 CDUs) ..... 13
- 7.0 Audits & Audit Documentation ..... 13
- 8.0 Appeal Process ..... 15
- 9.0 Responsibilities to the Profession ..... 15
- 10.0 Retired Status ..... 15
- 11.0 Canceling Certification ..... 15

# 1.0 About this Handbook

The purpose of this handbook is to provide Certification of Capability in Business Analysis™ (CCBA®) and Certified Business Analysis Professional™ (CBAP®) recipients the information needed to maintain their designations. Detailed information about how to enter your hours can be found in the [CCBA® and CBAP® Recertification Process](#) document.

## 2.0 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® and CBAP® designations.

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 our website.

## 3.0 About Recertification

### 3.1 Program Overview

Individuals who have attained the CCBA® and CBAP® designations must demonstrate an ongoing professional commitment to the business analysis profession and maintain their certification by satisfying the Recertification program requirements. There are two key reasons for the Recertification program:

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 their CCBA® and CBAP® designations, hereafter referred to as *Recipient*. The purpose of recertification is to:

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

- Encourage the efforts of 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 designations.

To satisfy the recertification requirements and maintain certification, recipients must earn and report in their **BA Development Log**, a minimum of 60 Continuing Development Units (CDUs) during each three-year cycle.

## 3.2 Confidentiality of Information

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

*Notwithstanding any other confidentiality obligation owed by the IIBA® to the recipient, in the event the recipient's **recertification 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**.*

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

## 4.0 Recertification Process

### 4.1 Recertification Steps

To recertify for your designation, you must earn a minimum of **60 Continuing Development Units (CDUs) every three years** from your Date of Certification and complete the following goals:

1. Earn a minimum of **60 Continuing Development Units**
2. Enter your hours into the **BA Development Log**
3. Pay recertification fee
4. Submit recertification application
5. Receive confirmation email from IIBA – Congratulations! You are Recertified!

### 4.2 Responsibility of the Recipient

It is each recipient's responsibility to be aware of their recertification date and to comply with all recertification requirements on time or risk losing their certification.

The Certification team will e-mail each recipient, at their primary email address on file, a reminder, prior to their recertification date, that their recertification date is approaching and that they must apply online to renew their credential. Note that recipients are responsible for ensuring their primary email address with IIBA is always up to date.

Note: Email communications from IIBA® may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. Recipients should, therefore, add [certification@iiba.org](mailto:certification@iiba.org) to their personal address book in their email program to help ensure important Recertification program messages from IIBA® and specifically from the Certification team are received.

## 4.3 Determining Your Recertification Date

A 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, 2017 results in a certification expiration date of July 31, 2020, which means the recipient must recertify by end of day July 31, 2020.

### 4.3.1 Certified Status

Recipients who recertify prior to their certification expiration date will continue to have certified status for the next three years and will be listed in the [Certification Registry](#) within the IIBA® website. This is a public registry that shows verification of a recipient's designation status. Agreement to being on the registry is part of the online certification and recertification processes.

### 4.3.2. Suspended Status

Detailed information about how to enter your hours can be found in the [CCBA® and CBAP® Recertification Process](#) document.

Recipients who do not satisfy the recertification requirements will automatically be placed in suspended status. The suspended recipient's name will be removed from the IIBA online certification registry. Suspended status will last a maximum of one year from the certification expiration date. Suspended status also means that the recipient may no longer use the credential or certification mark, nor identify or represent him/herself as the holder of the credential or as certified by IIBA®. Failure of the recipient to adhere to these guidelines will result in the revocation of the designation.

The movement from suspended status back to certified status requires the recipient to accumulate the required number and qualifying type of CDUs, pay the appropriate fee and agree to [Terms and Conditions](#) and the [Code of Ethical Conduct and Professional Standards](#). Upon



meeting all recertification requirements, the recipient's name will be added back to the online registry. Recipients who do not meet their CDU requirements within the suspension period will **lose their designation**. Individuals who lose their designation will be required to re-apply for certification (including taking the exam) to regain their credential.

### 4.3.3 Uncertified Status

Recipients who become uncertified and wish to reinstate should contact the certification team at [certification@iiba.org](mailto:certification@iiba.org).

## 4.4 Fee Payment & Submission

Recertification consists of an online process via the IIBA website whereby the recipient enters Continuing Development Units (CDUs), agrees to the Terms and Conditions and Code of Ethical Conduct and Professional Standards, and pays the **Recertification Fee**. The recertification fee is non-refundable. IIBA® must receive the recipient's recertification submission and fee payment by their recertification date.

Payment of the recertification fee can be made either by credit card, money transfer or cheque. When payment is made by cheque or money order, please make them payable to "IIBA®" and mail payment to the address listed within the **Contact webpage**.

Upon submitting and paying for your recertification, the recipient will receive an email stating they are Approved or Approved Pending Audit. If the recipient's recertification is approved, the recipient is recertified and their next recertification date is three years from their current recertification date. If the recipient is selected for audit, the audit process described in section 7.0 will begin.

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

## 5.0 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. Fractions of CDUs may be reported in quarter ( $\frac{1}{4}$ ) hour increments.

## 5.1 Online CDU Reporting in the BA Development Log

Go to the [CCBA® and CBAP® Recertification Process](#) document for detailed information about how to enter your hours into the [BA Development Log](#).

Earned CDUs can be tracked online in the [BA Development Log](#) on an ongoing basis however, it should be noted that the entries per activity **cannot be changed after 7 days**.

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. Recipients may achieve their CDUs in any combination of the various categories. They are not required to report CDUs in all 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 designation are **not** accepted towards the recertification requirements.
- Participation for the same course/activity **cannot** be claimed more than once and **cannot** be claimed in more than one category.
- Recipients are responsible for reporting their qualifying activities.

## 5.2 Maintaining Supporting Documentation

For each activity claimed, recipients should keep a copy of their submission and all required supporting documentation as outlined in [Section 7.0, Audits and Audit Documentation](#). A percentage of recipients will be randomly selected for audit. Therefore, documentation for all CDU claims must be maintained for 12 months after the three-year cycle has ended.

## 5.3 Transferring CDUs

Recipients who earn more than the required 60 CDUs in their current three-year cycle will have up to 20 of their excess CDUs transferred to their next three-year cycle. This is done automatically by the system and is only for excess CDUs earned in the third year.

For example, if a recipient's cycle ends on December 31, 2020, excess CDUs earned during 2020 will transfer to the next three-year cycle which begins on January 1, 2021.

## 6.0 CDU Qualifying Activity Categories

Category	CDU Activity Categories	Maximum CDU Values per 3 Year Cycle
1.	Professional Development	30
2.	Work History (Professional Experience)	25
3.	Professional Activities	30
4.	Volunteer Service	30
5.	Self-Directed Learning	15
6.	Formal Academic Education	30

### Category 1: PROFESSIONAL DEVELOPMENT (Max. 30 CDUs)

Professional Development activities include the following:

- A. Classroom Course (courses, seminars, workshops)
- B. Chapter Event (meetings, events)
- C. Chapter Study Group
- D. Conference Workshop (key notes, tracks, workshops)
- E. Online Course (courses, live webinars)

#### A. Classroom Course (courses, seminars, workshops)

One hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter ( $\frac{1}{4}$ ) hour increments. Review the [CCBA® and CBAP® Recertification Process](#) document for step-by-step instructions on entering these hours into your [BA Development Log](#).

Courses can be obtained from an IIBA® EEP or other education provider:

#### [IIBA® Endorsed Education Providers \(EEP\)](#)

To recognize courses that align to the *BABOK® Guide* and satisfy the CDU requirements for maintaining certification, IIBA® endorses education providers and their courses that meet the criteria. These are Endorsed Education Providers (EEPs). Not all courses offered by an EEP are endorsed by IIBA and only endorsed courses automatically qualify in this category. These courses have already been assessed to ensure they meet the professional development criteria. A listing can be found within the [Education and Training Providers](#) section of the IIBA® website. Professional development activities taken through an EEP, automatically qualify in this category.



## Other Education Providers

CDUs may also be earned by attending classroom educational programs offered by other education providers. These are education providers and specifically courses **that have not been endorsed** by IIBA®. They may qualify for CDUs if they meet the following criteria:

1. The subject matter must be directly related to business analysis as per the *BABOK® Guide*.
2. It must be moderated/facilitated like 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).
3. There must be a measurable learning objective(s), in terms of either changing behavior or improving skills and, they must be directly applicable to business analysis.
4. It cannot simply be a presentation on a specific topic:
  - a. There must be the opportunity for participants to interact with the material (e.g. be able to ask questions, make the learning meaningful) AND
  - b. There must be an opportunity to practice the task or objective being presented.

Since the course is not endorsed by IIBA as part of the EEP program, the CDU value submitted by the recipient will be validated by IIBA at the time of recertification.

### **B. IIBA® Chapter Event (meetings, events)**

#### **C. IIBA® Chapter Study Group**

IIBA® Chapters are **authorized** to issue CDUs for their chapter meetings, events and study groups. Chapters must keep a record of attendance of recipients at these for at least the previous three years (in the event of IIBA audit, participants will then be able to prove their attendance). Chapters may issue a proof of attendance to the attendees for their records although this is not mandated by IIBA.

Chapter meetings are presumed to contain 100% content aligned with the *BABOK® Guide* and will earn CDUs at one CDU per contact hour. Chapters do not need pre-approval for educational events that they offer, for example: BA Professional Days. The content must be aligned with the *BABOK® Guide* and may be audited by IIBA®.

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

### **D. Conference Workshop (key notes, tracks, workshops)**

IIBA® Building Business Capability (BBC) Conference, key notes, tracks and workshops are aligned with the *BABOK® Guide* and will earn one CDU per contact hour.

**NOTE:** CDUs may also be earned by attending other organizations (e.g. Toastmasters) conferences, symposiums, events and programs if the content is aligned with the *BABOK® Guide*.

In this instance, the CDU value submitted by the recipient will be validated by the Certification program at the time of recertification. The documentation for these requires full details including event, provider, date, hours of attendance and full description and proof of attendance. Contact [certification@iiba.org](mailto:certification@iiba.org) for details.

#### E. Online Course (courses, live webinars)

Online Course criteria is the same as the criteria for Classroom Courses and can be obtained from an IIBA® EEP or other education provider. Please refer to A. Classroom Course in this section for details.

Live webinars are also included under this activity and are recorded in this Professional Development category.

## Category 2: WORK HISTORY (Professional Experience) (Max. 25 CDUs)

The business analysis work **MUST** be aligned to the *BABOK® Guide* to qualify. IIBA® will validate the CDU value 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/history qualifies for 5 CDUs.

### Category 3: PROFESSIONAL ACTIVITIES (Max. 30 CDUs)

These CDUs may be earned by participating in any of the professional activities as described under sub-categories, A to F:

Sub-Category	Activity Description	CDUs Earned
A	Author or co-author of a business analysis article published in a refereed journal.	30 CDUs per article
B	Author or co-author of a business analysis article published in a non-refereed journal.	15 CDUs per article
C	Speaker/Instructor on business analysis at a conference, symposium, workshop, formal course or IIBA® chapter meeting.	10 CDUs per activity
D	Member/Moderator of panel discussion on business analysis at a conference, symposium, workshop or formal course.	5 CDUs per activity
E	Author or co-author of a business analysis textbook.	30 CDUs
F	Developer of content for a structured business analysis learning program. A structured program would include learning objectives, interactivity and assessment to ensure that learning has taken place. This could include content used for classroom delivery, online instructor-led delivery or online self-paced delivery.	15 CDUs per program

For article writing in categories **A** and **B**, 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) aligned with 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 sub-category A 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: VOLUNTEER SERVICE (Max. 30 CDUs)

CDUs in this category may be earned by giving back to the business analysis profession through volunteer service to a professional or community organization. This can include volunteer service to IIBA® or an IIBA® Chapter, and/or to a non-employer community or charitable group.

Volunteer Service to IIBA	CDUs Earned
Board Member for IIBA® or IIBA® Chapter.	1 hour of service qualifies for 1 CDU. A bonus of 10 CDUs per *anniversary year is also earned for a minimum of six months of participation per year.
Committee Member for IIBA® or IIBA® Chapter.	1 hour of service qualifies for 1 CDU.

The recipient is required to attend a minimum of 50% of the scheduled meetings during the submitted time period in order to earn and claim the CDU value credit. The requirement may be waived by IIBA if deemed appropriate due to unusual circumstances.

\*Anniversary year is defined as the year following the date the designation was awarded. Each subsequent anniversary year will follow accordingly. For example, the anniversary year for a recipient certified on July 31 would run from August 1 thru to July 31.

Volunteer Service to a Non-employer Community or Charitable Group	CDUs Earned
Volunteer business analysis services must consist of activities aligned with the BABOK® Guide. The organization sponsoring the work must be a legally recognized not-for-profit.	1 hour of service qualifies for 1 CDU

## Category 5: SELF-DIRECTED LEARNING (Max.15 CDUs)

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, instructional resources and archived webinars.

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

## Category 6: FORMAL ACADEMIC EDUCATION (Max. 30 CDUs)

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

A single academic course credit is typically earned for each three hours of class/contact time. 1 academic course credit qualifies for 1 CDU therefore, a typical 15 credit academic course qualifies for 15 CDUs (although the actual number of class/contact hours is equal to 45 hours).

## 7.0 Audits & Audit Documentation

Certified, recipients agree to comply with [Terms and Conditions](#) including adherence to the auditing terms. The IIBA® auditing terms provide that all recipients may be subject to an audit at any time. Recipients selected for an audit will be notified by e-mail 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. The audit process may take up to approximately 2 months from start to finish with a minimum of 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 e-mail.

During the audit, the recipient's certification status will remain in its current certification status (i.e. Certified, Suspended) until the audit has been completed. Recipients will be permitted to recertify only after the audit has been successfully completed and all audit terms met.

The following chart outlines the documents required for audit. It outlines the documents required for each CDU category.

A percentage of recipients will be randomly selected for audit. Therefore, documentation for all CDU claims must be maintained for 12 months after the three-year cycle has ended.

Category	Sub- Category	Audit Documentation Required for each CDU Category
<b>1.</b>	<b>Professional Development</b>	
	A. Classroom Course	<ul style="list-style-type: none"> <li>✓ IIBA® EEP: A certificate of achievement or email confirming attendance.</li> <li>✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.</li> </ul>
	B. Chapter Event	<ul style="list-style-type: none"> <li>✓ IIBA® Chapter Event: Proof of or email confirming attendance for meetings. A receipt for events.</li> <li>✓ Other Event: Copy of or link to event description, and proof of or email confirming attendance.</li> </ul>
	C. Chapter Study Group	<ul style="list-style-type: none"> <li>✓ IIBA® Chapter Study Group: Proof of or email confirming attendance in the study group, and length of time.</li> <li>✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.</li> </ul>
	D. Conference Workshop (key notes, tracks, workshops)	<ul style="list-style-type: none"> <li>✓ IIBA® EEP: A certificate of achievement or email confirming attendance.</li> <li>✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.</li> </ul>
	E. Online Course (course, live webinar)	<ul style="list-style-type: none"> <li>✓ IIBA® EEP: A certificate of achievement or email confirming attendance.</li> <li>✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.</li> </ul>
<b>2.</b>	<b>Work History (Professional Experience)</b>	<ul style="list-style-type: none"> <li>✓ Contacts listed for each work entry will be emailed to validate work experience, hours, and dates.</li> </ul>
<b>3.</b>	<b>Professional Activities</b> A to F	<ul style="list-style-type: none"> <li>✓ Link to or soft copies of publications, sample educational materials, course agenda, and description of the activity.</li> </ul>
<b>4.</b>	<b>Volunteer Service</b>	<ul style="list-style-type: none"> <li>✓ An email or certificate from the organization acknowledging the recipient’s work and dates of the volunteer tasks.</li> </ul>
<b>5.</b>	<b>Self-Directed Learning</b>	<ul style="list-style-type: none"> <li>✓ Documentation is not required for this category.</li> </ul>
<b>6.</b>	<b>Formal Academic Education</b>	<ul style="list-style-type: none"> <li>✓ An official transcript or equivalent (i.e. a notarized copy), and a brochure or course materials outlining the subject matter covered and length of time.</li> </ul>



## 8.0 Appeal Process

If a recipient's recertification is denied for any reason, he/she has the right to appeal by sending an e-mail to [certification@iiba.org](mailto:certification@iiba.org).

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

## 9.0 Responsibilities to the Profession

Recipients have an ongoing responsibility to the business analysis profession. This responsibility is detailed in the [Code of Ethical Conduct and Professional Standards](#), which recipients must review and agree to online when recertifying.

## 10.0 Retired Status

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 certification status from Certified to Certified (Retired). This change in status will ensure the individual maintains their certification status of Retired without the need to recertify every 3 years. For more information on this process and to apply for Retired status, read the policy within the [Recertification site](#).

## 11.0 Canceling Certification

Recipients may cancel their certification at any time by contacting the Certification team at [certification@iiba.org](mailto:certification@iiba.org).