

# **CBAP<sup>®</sup> and CCBA<sup>®</sup> Recertification Handbook**

**The IIBA<sup>®</sup> guide to maintaining the CBAP<sup>®</sup> and CCBA<sup>®</sup>  
designations.**

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## 1.0 About this Handbook

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

## 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 CBAP® and CCBA® 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 the website.

## 3.0 About Recertification

### 3.1 Program Overview

Individuals who have attained the CBAP® and CCBA® designations must demonstrate an ongoing professional commitment to the business analysis profession 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 CBAP® and CCBA® designations, hereafter referred to as Recipient. The purposes of recertification are 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.

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

### 3.2 Confidentiality of Information

The recipient 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 that 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 Responsibility of the Recipient

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

The Certification team will email each recipient at their email address on file prior to their recertification anniversary date notifying them that their recertification date is approaching and that they must apply online for renewal of their credential. Note that recipients are responsible for ensuring their contact 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 Certification are received.

## 4.2 Online CDU Tracking, Submission & Fee Payment

Recertification consists of an *online* process via the IIBA website whereby the recipient enters their CDUs, agrees to the Terms and Conditions and Code of Ethical Conduct and Professional Standards, and pays the recertification fee. 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](#). 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.

Upon submitting and paying for your recertification, the recipient will either 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 6.0 will begin.

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

## 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, 2007 results in a certification expiration date of July 31, 2010 which means the recipient must recertify by end of day July 31, 2010.

### 4.2.1 Active Status

Recipients who recertify prior to their certification expiration date will continue to be in active status for the next three years. All recipients considered by IIBA® to be 'active' will be listed on the [Certification registry](#) within the IIBA® website. This allows verification of a recipient's designation status by employers for example. Agreement to being on the registry is part of the online certification and recertification processes.

### 4.2.2. Suspended Status

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 active status requires the recipient to accumulate the required number and qualifying type of CDUs, pay the appropriate fee and agree to Terms and Conditions as well as to the Code of Ethical Conduct and Professional Standards. Upon meeting all recertification requirements, the recipient's name will be added back on the online IIBA certification registry.

The recertification date of the recipient's next three-year cycle remains the same regardless of whether the recipient went into suspended status (i.e. the suspension period overlaps the first year of the next three-year cycle.) Any CDUs earned during the suspension period and applied to the suspended recertification effort may not be applied to the next three-year cycle.

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.

## 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 as defined below. Fractions of CDUs may be reported in quarter ( $\frac{1}{4}$ ) hour increments. Earned CDUs can be tracked online on the IIBA website on an ongoing basis regardless of the recipient's recertification date.

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

## 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. Recipients may achieve their CDUs in any combination of the various categories and 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.
- Recipients are responsible for reporting their qualifying activities.
- CDUs can be documented online on the IIBA website ongoing.

## 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 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).

The academic course applicability and its CDU credit will be verified by IIBA based on its alignment with the *BABOK® Guide* at the time of recertification.

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

For professional development, one hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter ( $\frac{1}{4}$ ) hour increments.

## 2A Endorsed Education Provider (EEP) Courses

CDUs may be earned by attending educational programs (i.e. courses, seminars, workshops) offered by training providers endorsed by IIBA® and designated as an Endorsed Education Provider™ (EEP™). A listing of EEPs and their endorsed courses are published on the IIBA® website. Not all courses offered by an EEP are endorsed by IIBA and only endorsed courses automatically qualify in this category for CDUs for recertification because they have already been assessed to ensure they meet the professional development criteria.

## 2B Other Education Providers

CDUs may also be earned by attending educational programs offered by other education providers. These are education providers and specifically courses that **have not been endorsed** by IIBA® and therefore, may qualify for CDUs as long as they meet the following professional development criteria to recertify:

1. 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)
2. 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
3. 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.
4. The subject matter must be directly related to business analysis or its underlying competencies as per the *BABOK® Guide*.

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.

## 2C IIBA® Chapter Meetings and Events

IIBA® Chapters are authorized to issue CDUs for their chapter meetings and other events. Chapters must keep a record of attendance of recipients at each meeting and event 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 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 offered by other organizations. These other events include conferences, symposiums, programs offered by organizations such as Toastmasters. The content must be aligned with the *BABOK® Guide*.

Although this is not an IIBA® endorsed course or Chapter meeting/event, the recipient can still submit it 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 specific professional activities as described in the table below:

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

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) 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 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.

IIBA 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 by *giving back to the business analysis profession* either a) through volunteer service to IIBA® or an IIBA® Chapter, and/or b) by providing volunteer business analysis services to a non-employer community or charitable group.

- a) For volunteer service to IIBA or an IIBA Chapter, it will generally be a requirement that the recipient 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 IIBA if deemed appropriate due to unusual circumstances.

Following is a list of volunteer activities that qualify for CDUs and the number of CDUs that each would earn:

1. Serving as a volunteer Board member for IIBA® or an 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.
2. Serving as a volunteer committee member for IIBA® or an IIBA® Chapter:
  - 1 hour of service qualifies for 1 CDU.

\*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.

- a) Volunteer business analysis services to a non-employer community or charitable group must consist of activities aligned with the *BABOK® Guide*. In addition:
- The organization sponsoring the work must be a legally recognized not-for-profit.
  - 1 hour of service qualifies for 1 CDU

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

CDUs may be earned by business analysis work experience performed during the three-year cycle. The business analysis work experience **MUST** be aligned to the *BABOK® Guide* in order to qualify. The IIBA 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 qualifies for 5 CDUs.

### **5.3 Transferring CDUs**

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 recipient's cycle ends on December 31, 2020, up to 20

CDUs earned during 2020 can be transferred to the next three-year cycle which begins on January 1, 2021.

#### 5.4 Submission Considerations

Recipients must normally report 60 accepted CDUs and have submitted their recertification online 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:

- Upon approval of the application, the recipient is renewed with no loss of status.
- If the application is declined, then the recipient is placed into suspended status for up to one year and, their name is removed from the website the day they go into suspended status. This one-year suspension period can be used to earn and report the required CDUs.
- Recipients who do not earn and report the required 60 CDUs within their three-year cycle will be suspended.
- 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 your Copy

For each activity claimed, recipients should keep a copy of their submission and all required supporting documentation as outlined in Section 6.0 below. 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.

Any supporting materials submitted to IIBA® become the property of IIBA® so it is highly recommended that the recipient keep their own copies as well.

### 6.0 Audits

When 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 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.

The audit process should take approximately 2 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	Description	Audit Documentation
1	<b>Formal Academic Education</b>	An official transcript or equivalent (i.e. a notarized copy), and a brochure or course materials outlining the subject matter covered.
2A	<b>EEP Endorsed Courses</b>	A certificate of achievement or email confirming attendance.
2B	<b>Other Education Providers</b>	A certificate of achievement or email confirming attendance, and a brochure or course materials outlining the subject matter covered.
2C	<b>IIBA Chapter Meetings/Events</b>	Proof of or email confirming attendance for meetings. A receipt for events.
2D	<b>Other Events</b>	Copy of or link to course description, and proof of or email confirming attendance.
3	<b>Professional Activities</b>	Link to/soft copies of publications, sample educational materials, course agenda, and description of the activity.
4	<b>Self-Directed Learning</b>	N/A
5	<b>Volunteer Service</b>	An email or certificate from the organization served acknowledging the recipient's work and dates of the volunteer tasks
6	<b>Professional Experience</b>	Contacts listed for each work entry will be emailed to validate work experience, hours, and dates.

During the audit, the recipient's certification status will remain in its current certification status (i.e. Active, 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.

## 7.0 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.

## 8.0 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.

## 9.0 CBAP® 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 Active to 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, please read the policy within the [Recertification site](#).

## 10.0 Canceling Certification

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