CIPS

Professional Certification Program

Re-certification

Policies and Procedures

Handbook

ITCP
Information Technology
Certified Professional

CIPS

ISP
Information Systems
Professional

Table of Contents

CIPS Certification

Globalization and economic realities have made the I.T. job market highly competitive. New, cutting edge technology becomes stale faster as development cycles speed up and newer products are released. For those just starting out – or even seasoned professionals - demonstrated proof of your competence to an employer or client is a must.   Individuals who attain certification and keep their certification current through a rigorous and transparent re-certification program will stand out professionally.

What makes CIPS certifications special?

- CIPS was the first organization in 1988 to offer a professional credential specifically for I.T. practitioners;
- The I.S.P. is Canada's only legally recognized designation for I.T. professionals and is legislated as a self-regulating designation in six provinces with other provinces working toward similar legislation;
- The ITCP certification program meets the global IP3 (www.ipthree.org) standard;
- Standards have been developed by practitioners for practitioners and represent the diversity in the I.T. sector.

CIPS Certifications:

- Promote excellence;
- Encourages professional growth through a continuous self-improvement process;
- Demonstrates your commitment to the CIPS Code of Ethics and Standards of Conduct;
- Fosters and promotes professionalism within the ICT community.

CIPS certifications give you an edge in today's competitive world.

Re-certification Policies and Procedures

This handbook contains information on the CIPS re-certification policies and procedures. The information pertains to both the Information Systems Professional (I.S.P.) and the Information Technology Certified Professional (ITCP) designations, and Candidate Members.

CIPS recommends that all certification holders read this document and refer to as you record your professional credits for re-certification purposes.

<div style="border: 1px solid green; padding: 1em;">

Contact Information

For information about the CIPS Certification Program, contact the
CIPS National Office
Office of the Registrar:

certification@cips.ca

or

905-602-1370
1-877-ASK-CIPS (275-2477)

</div>

Last updated: May 2013

Certification Status

Certified Status

Once your certification application is approved, you are considered to be a Certified member. As a CIPS member, you have the option to be listed in the online CIPS Membership directory, which allows other CIPS Members to verify your certified status.

When you re-certify and renew your CIPS membership, you will remain a certified member in good standing and considered to be in active status.

Candidate Status

Candidate Membership pertains to those individuals who successfully have completed a relevant education program, but have not yet accumulated the professional experience requirements. Candidate Members have the same rights and privileges as fully certified members. However, Candidate Members cannot use the I.S.P. or ITCP designations until the completion of their professional experience requirements.

Candidate Members not only have the same rights and privileges as fully certified members they also have the same re-certification obligations.

Suspended Status

If you do not satisfy the continuing re-certification requirements, but have continued to pay your membership dues, your certification status will be change to suspended. You are also considered to be in suspended status if both your membership dues and your re-certification have lapsed. The suspension period lasts one year (12 months). While you are in suspended status, you may not refer to yourself as a certified member or use the either the I.S.P. or ITCP designation(s) until you earn the necessary professional development credits and complete the renewal process, within the one year suspension period.

The date of your next re-certification cycle will not change after you are reinstated to active status. The suspension period overlaps the time frame of your next cycle as shown.
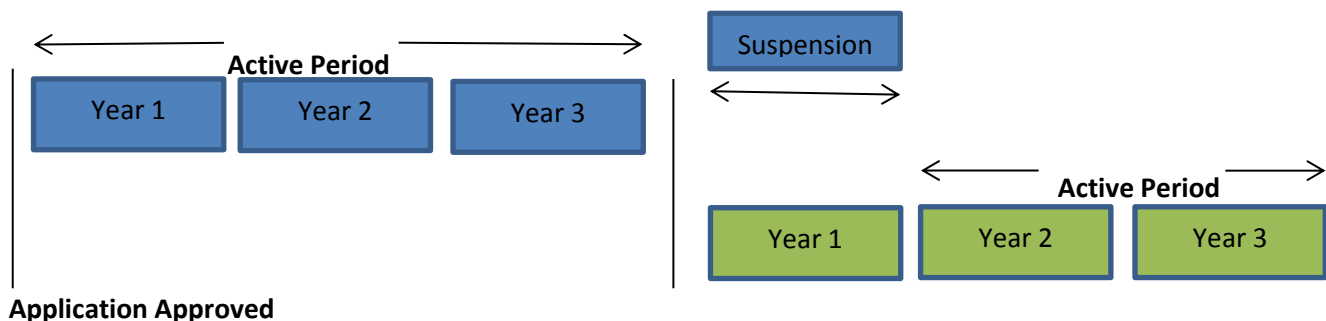
Expired Status

If you are unable to re-certify or do not complete the renewal process within the suspension period, you will lose your right to hold a CIPS designation. If you let your certification expire, you are not allowed to refer to yourself as a designation holder. To attain your designation again, you will be required to re-apply by completing the *Re-Certification Reporting Form* (available via the CIPS website), demonstrating that you have attained the required Certification Professional Development credits and are actively working in I.T., pay the $350 re-instatement fee, and submit the relevant membership fees.

Retired Status

If you are a certified member in good standing and you wish to relinquish your active status due to retirement, you can apply for Retired Status. To qualify, you must no longer earn primary remuneration for practicing I.T. Once you are retired, you do not need to re-certify. The nomenclature used for Retired Status is I.S.P. (Retired). ITCP (Retired) is not available. To apply for Retired Status send a request to membership@cips.ca. If you return to the practice of I.T., you can apply for Active Status again. To attain your designation again, you will be required to re-apply by completing the *Re-Certification Reporting Form* (available via the CIPS website), demonstrating that you have attained the required Certification Professional Development credits and are actively working in I.T.

CIPS Alberta – Inactive Status

Certified Members residing in Alberta, who are working full time, but cannot meet the re-certification criteria because they have moved out of an I.T. role, but wish to stay on the CIPS Alberta certified roster to ensure that they can become Certified again after they move back into an I.T. role, can apply for CIPS Alberta Inactive Status. To attain your designation again, you will be required to re-apply by completing the Re-Certification Reporting Form (available via the CIPS website), demonstrating that you have attained the required Certification Professional Development credits and are actively working in I.T.

Extensions

CIPS does allow an extension request. Certified members that have serious circumstances that prevent them from meeting the re-certification requirements are allowed to request a one-year extension of the certification cycle end date. Their status will remain active (not Suspended). The extension needs to be approved. Eligibility would be out of work for at least a year during the three year cycle, illness, or caring for an ill family member. You need to submit a request in writing to the Office of the Registrar outlining the reason for your request. The Office of the Registrar will respond to you within two weeks of receiving the request. There are no costs associated with the request for an extension.

Continuing Certification Requirements

I.S.P. and ITCP

To retain certified status, certified members must maintain their professional currency in I.T.

Every three years, certified members must:

- Obtain a minimum of 100 professional development credits;
- Demonstrate that they are actively practicing in the profession (a guideline is that one has accumulated approximately 3,000 hours over the last three years). Work experience must be at least 60% I.T.-related.

Candidate Member

Candidate Members need to <u>annually</u> re-confirm their commitment to obtaining the I.S.P. designation. This means, that you:

- Continued your commitment to your professional growth by accumulating a minimum of 30 professional development credits annually.
- Demonstrate that you are actively practicing in the profession (a guideline is that one has accumulated approximately 1,000 hours over the year preceding your re-confirmation). Work experience must be at least 60% I.T.-related.

How to Determine your Re-Certification Cycle

For members who achieved their certification status in 2013 or later, your re-certification cycle begins the day you attain your credential and ends three full years later. Once you re-certify, a new, three year cycle starts. Members who achieved their certification status prior to 2013 should visit the [CIPS website](#) to view the transition schedule from the old to the new re-certification process.

Your reminder to submit your Re-Certification Reporting Form will be provided to you with your membership renewal. Alternatively, you can download the form from the [CIPS website](#).

Transferring Continuing Education Credits to the Next Cycle

If you earn more than the required continuing education credits, you may apply up to 20 credits to your next re-certification cycle. Only professional development credits earned in the final year (12 months prior to submission) of your re-certification cycle can be transferred.

Professional Development Areas

The re-certification professional development policies and procedures outline the methodology but not the content for the learning activity. Members are required to interpret the guidelines as they relate to their own professional needs. The guidelines are neither exhaustive nor always applicable. Learning credits have been designed to provide a great deal of flexibility within the re-certification policies and procedures to allow one to achieve the minimum requirement. CIPS encourages members to ensure that their professional development choices advance their professional competence while being relevant to their career application.

Professional Development Credits fall into two areas:

Education	Giving Back to the Profession *
Informal Learning and Development	Serve as an elected/appointed or non-elected/appointed volunteer for an ICT related organization
Formal Learning and Development	Provide non compensated volunteer ICT-related services
Formal Teaching and Writing	
Reading or Research Related	

No more than 45 credits can be claimed for Giving Back to the Profession activities over a three year period.

Professional Development Credits

The professional development credits are the measuring unit used to quantify learning and professional service activities. Each professional development activity yields different credits. Moreover, some limitations apply.

Education Categories

Informal Learning and Development
This involves obtaining learning through a self-directed program of informal studies that serves to maintain and/or enhance professional competence.

Examples include:
- Relevant continuing education courses
- Training courses
- Attend conferences/seminars/workshops/CIPS dinner meetings
- Non-credit courses
- On-line training
- Self-paced course-ware

> Credit Rate: 1 hour of learning = 1 learning credit

> Maximum Annual Credits: 30
>
> For relevant continuing education courses that include structured evaluation and take place in classroom environment: Credits: 60 (per year)

Documentation required upon audit request:
- Registration form, certificate or letter of attendance.
- For self-directed learning, evidence supporting your reported learning project, including notes from and dates of discussion or reading.

Education Categories

Formal Learning and Development

This involves formal course study leading to a new degree, diploma or a recognized professional designation.

Examples include:

- Courses that include structured evaluation such as university/college courses or programs, post-graduate degrees, distance or part-time university/college courses. One is required to be on a formal path of study.

Credit Rate: 100 (for each year of undertaking the studies)

Maximum Credits: 100 (per year)

- Professional designation

Credit Rate: 50

Maximum Credits: 50

Documentation required upon audit request:

- For an academic course, provide the transcript or grade report indicating a passing mark
- For non-academic courses or for obtaining a professional designation, provide registration form, certificate or letter of attendance or approval.

Education Categories

Formal Teaching and Writing

This involves teaching and instruction in a formal academic environment or in a defined teaching position within I.T. It also involves course development. Both the time required to prepare or create knowledge and the time to present it can be claimed. Writing involves published articles (including Web-based publications).

Examples include:
- Teaching or moderating an I.T.-relevant course
- Writing articles or books of a professional nature
- Delivering presentations contributing to professional competency

Credit Rate	Credit Rate	Maximum Credits
Teaching and instruction	5 per hour	50
Course development	5 per class hour	Unlimited
Published refereed journals	25 per article	Unlimited
Published non-refereed journals	15 per article	Unlimited
Published I.T. related book	1 per page	Unlimited

Documentation required upon audit request:
Links or proof of publications, sample educational materials or course outlines.

Education Categories

Reading and Research Related

This involves reading professional and/or technical literature or research that is conducted at work.

Examples include:

- Reading refereed journals
- Reading non-refereed journals
- Reading relevant books
- Web-based reading
- Web-based research

Credit Rate: 2 per hour

Maximum Annual Credits: 25

Documentation required upon audit request:
For self-directed learning, evidence supporting your reported learning project, including notes from and dates of discussion or reading.

Education Categories

Giving Back to the Profession

Credits can be achieved by providing volunteer, non-compensated activities to non-employer or non-client customer groups.

Examples of qualifying activities include:

- Serve as an elected volunteer officer for an ICT related organization, including CIPS National, a CIPS Provincial Society or any section of the Provincial Society and communities of practice. This work must be done for a legally recognized non-profit, not-for profits, or charitable groups and organizations.
- Serve as a volunteer/appointed committee member for an ICT related organization, including CIPS National, a CIPS Provincial Society or any sections of the Provincial Society and communities of practice. This work must be done for a legally recognized non-profit, not-for profit, or charitable groups and organizations.
- Provide volunteer ICT-related services to
  - a community or charitable group,
  - a group of college students for educational purposes, or
  - being a coach or mentor in a CIPS mentorship program or on an ICT project or initiative.

Credit Rate: 1 per hour

Maximum Credits: 45

Documentation required upon audit request:

- For volunteer services a letter or certificate from the organization served acknowledging you for your work.
- For coaching or mentoring: evidence supporting your coaching or mentoring arrangement.

Keeping your Professional Development Activities Documentation

You should maintain a folder in a safe and easily accessible place to file documentation that supports your reported continuing professional development activities. For each claim, you should keep a copy of the submission and supporting documentation required. We encourage you to keep supporting documentation in soft-copy format, which will make it easier to submit the information for audit if required.

Recording your Professional Development Activities

You are responsible for recording your professional development activities as they occur. The most efficient way is to record these on the CIPS *Re-Certification Activity Record.* This template will be provided to you when you attain your designation(s) or can be downloaded from the CIPS website.

Reporting your Professional Development Activities

You only need to send the CIPS *Re-Certification Reporting Form*. You do not need to send supporting documentation for activities reported at this point, but should retain such documentation in the event you are audited.

Action	Contact
Email the reporting form	membership@cips.ca
Mail the completed reporting form to:	CIPS National Office 1375 Southdown Road Unit 16 - Suite 802 Mississauga, Ontario L5J 2Z1

After the Office of the Registrar confirms that you have met the requirements, you will receive an electronic notification. You may however still be subject to a random audit and you should retain all documentation supporting your re-certification submission for a period of 18 months.

Maintaining Multiple Credentials

You can earn multiple designations if you meet the eligibility requirements. If you do attain your certification(s) in the same year, CIPS makes it easy for you to earn professional development credits towards maintaining your credentials simultaneously. The 100 credits over three year rule still applies, but you can apply them to both your certifications and there is no need to double the credits or top-up.

If you earn your second certification in a subsequent year to earning your first certification, the new credential will share the credits you already earned for your current credential and any that you earn moving forward. The renewal date for the new credential will be set equal to the existing renewal date for the credential you currently hold.

Current Certification

| Year 1 | Year 2 | Year 3 |

| Year 1 | Year 2 | Year 3 |
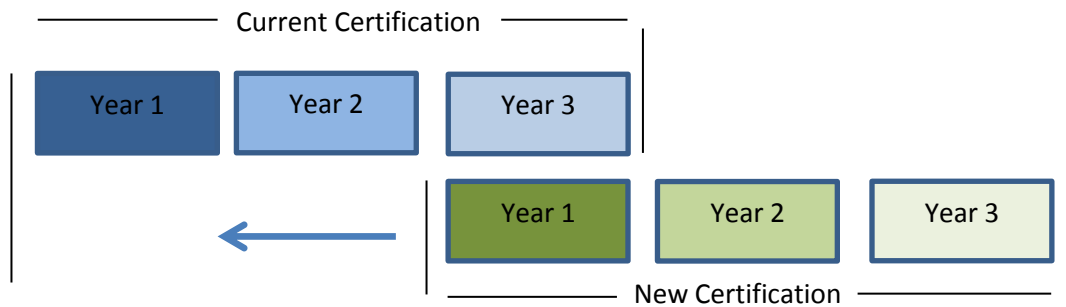
New Certification

Example

Re-Certification Audit Process

Starting in 2017, a percentage of certified members will be randomly selected for an annual audit process. During an audit, credential holders will be asked to submit supporting materials to verify any continuing professional development claims submitted. It is therefore strongly encouraged that all documentation for claims be maintained for at least 18 months after the re-certification cycle has ended.

As the holder of a CIPS designation, you have agreed to comply with its terms of use including adherence to the continuing professional development process and the terms of the audit process. The terms of the audit process provide that all designation holders are subject to a random audit.

CIPS Code of Ethics

Preamble

The following describes the Code of Ethics to which all CIPS members commit to adhering to.

The Information Technology profession has developed over the years to meet the need for I.T. services delivered on a professional basis. In order to satisfy this need, I.T. professionals and the quality of service they provide must command the confidence and respect of the public. This can only be achieved if I.T. professionals establish and maintain a reputation for both integrity and competence.

The Code of Ethics and Professional Conduct establishes ethical and enforceable standards, deals with matters subject to judgment, and those other matters that may be difficult to state absolutely. It is to be understood and applied in light of its primary concern for the protection of the public interest.

Inevitably, the application of the Code of Ethics and Professional Conduct will reveal gaps, ambiguities, and apparent inconsistencies. In such cases, the principle of protection of the public interest will serve to guide the CIPS member.

Principles:

1. Protect Public Interest and Maintain Integrity

2. Demonstrate Competence and Quality of Service

3. Maintain Confidential Information and Privacy

4. Avoid Conflicts of Interest

5. Uphold Responsibility to the I.T. Profession

1. Protect Public Interest and Maintain Integrity

• CIPS members must protect the public interest and discharge with integrity all duties and services owed to the public, CIPS members, other I.T. professionals, and clients.

• The obligation to protect the public interest is paramount and must prevail when there is conflict with other obligations.

• Integrity and trustworthiness are the fundamental qualities of every CIPS member and are key elements of each requirement of the Code of Ethics and Professional Conduct. If integrity and trustworthiness are lacking, then the CIPS member's usefulness to the client and reputation within the I.T. profession will be destroyed regardless of how competent the CIPS member may be.

• Dishonourable or questionable conduct, including conduct that may be adverse to the public interest or lacks integrity, will reflect adversely on the member, the integrity of CIPS, and the I.T. profession as a whole. If the conduct is such that knowledge of it would be likely to impair trust in the member as a professional, then CIPS will be justified in taking disciplinary action.

• CIPS members must:

- carry out their work with due regard for public health, public safety, and the environment;

- make all reasonable efforts to counter misinformation that could bring CIPS and/or the I.T. profession into disrepute;

- report problems that might result in serious damage to persons, organizations, property or the economy, to the relevant authority; and

- not discriminate in any manner based on grounds such as race, sex, sexual orientation, nationality, social origin, family status, or disability.

2. Demonstrate Competence and Quality of Service

• CIPS members owe their client a duty to be competent to perform any I.T. services undertaken on such party's behalf.

• CIPS members must serve their client in a conscientious, diligent, and efficient manner so as to provide a quality of service at least equal to that which other I.T. professionals would expect of a competent I.T. professional in a like situation.

• Competence has to do with the sufficiency of the CIPS member's qualifications to deal with the matter in question. It includes knowledge, skill, and the ability to use them effectively in the interests of the client.

• CIPS members must not undertake a matter without honestly feeling either competent to handle it, or able to become competent without undue delay, risk, or expense to the client.

• CIPS members must:

- conduct themselves in a professional manner and exercise uncompromised professional judgment;

- be honest and candid when providing service to clients;

- maintain professional competency and remain current in their area(s) of practice;

- demonstrate knowledge required to undertake the work at hand and remain cognizant of and be compliant with relevant legislation, standards and bodies of knowledge; and

- conduct their work in accordance with the legitimate rights of third parties, give proper credit where and when it is due, and conduct all activities with due regard for ownership, property rights and privacy.

3. Maintain Confidential Information and Privacy

• CIPS members have a duty to hold in strict confidence all information concerning the business and affairs of the client acquired in the course of the professional relationship, and should not divulge such information unless disclosure is expressly (or implied to be) authorized by the client or otherwise required by law.

• CIPS members cannot render effective service to clients unless there is full communication between them about the matter at hand. At the same time, clients must feel completely secure and entitled to proceed on the basis that without any express request or stipulation on the client's part, information disclosed to the member will be held confidential.

• CIPS members owe a duty of secrecy to every client without exception, regardless of whether it is a continuing or casual client.

• CIPS members must:

  - not disclose having been retained by a client unless the nature of the matter requires such disclosure or the client has expressly given the member the authority to disclosure such information;

  - not repeat any gossip about the client's business or affairs that was overheard by or recounted to the member;

  - treat all client business information as confidential, and respect copyrights, trade secrets, privacy and terms of license or other applicable agreements;

  - understand and comply with any obligations that may be imposed on them under applicable privacy legislation, including The Personal Information Protection and Electronic Documents Act, and any amendments to or successor legislation; and

  - avoid disclosure to one client of confidential information concerning or received from another client, and decline employment that might require such disclosure.

4. Avoid Conflicts of Interest

• CIPS members must avoid situations where there is a significant risk that the interests of the member may conflict with the public and/or client. A conflicting interest is one that would be likely to affect adversely the CIPS members' judgment or service on behalf of, or loyalty to, a client or prospective client.

• CIPS members must:

  - not place personal or professional interests or those of colleagues above interests of the public or those of clients;

  - make reasonable efforts to notify all parties involved to make full disclosure to the relevant authority if any conflict might be seen to occur by an independent third party;

  - not create hidden reciprocal relationships with third parties who stand to gain as a result of their work; and

  - inform clients of any interests which might be seen to impair their professional judgment.

5. Uphold Responsibility to the I.T. Profession

• CIPS members must assist in maintaining the integrity of CIPS and the I.T. profession and should participate in its activities.

• CIPS members' conduct toward other CIPS members and I.T. professionals should be characterized by courtesy and good faith.

• CIPS members have an obligation to support and advance the interests of CIPS and the I.T. profession, and to respect the rights and professional aspirations of their colleagues. This obligation includes upholding the integrity, dignity and image of CIPS and the I.T. profession.

• CIPS members should:

  - participate and act with integrity in a manner that upholds the reputation and good standing of CIPS, and the I.T. profession in general, in relationships with anyone with whom they work;

- participate with and support fellow CIPS members in their professional development, and provide opportunities for the professional development of new CIPS members, potential CIPS members, colleagues and subordinates;

- make reasonable efforts to volunteer time and expertise by participating in activities that promote the advancement of CIPS and/or the I.T. profession; and

- exemplify the values of equality, tolerance, and respect for others.

Definitions

• Conduct: The way a person behaves toward people or organizations.

• I.T.: Acronym for Information Technology.

• Public: Of or having to do with the people as a whole.

• Public interest: What is considered beneficial to the public.

• Client: Some person or organization paying for goods or services.

• Integrity: Quality or state of being of sound moral principle; uprightness, honesty, sincerity.

• Relevant authority: A person or group with jurisdiction over directly related areas of concern.

• Competent: Properly or sufficiently qualified or capable.

• Body of Knowledge: The prescribed aggregation of knowledge in a particular area an individual is expected to have mastered to be considered or certified as a practitioner.

• Legitimate rights: Entitlements assured in accordance with recognized or accepted standards or principles.

• Trustworthy: A characteristic of the professional whose intentions and competence can be trusted by colleagues, clients, employers, and the public.

• Third party: A general term that includes anyone not a party to a contract, agreement, instrument, etc.

NOTE: This Code of Ethics and Professional Conduct should not be construed to deny the existence of other ethical, privacy or legal obligations equally important, although not specifically mentioned.