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Industrial Security Professional Certification Program

ISP® Certification Program Manual

NCMS, Inc.
The Society of Industrial Security Professionals

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RELATED PROGRAM DOCUMENTS (see Executive Director for materials)

- 1.ISP[®] Program History
- 2.Document Control Policy
- 3.Application Form (available online only at <https://ncms-isp.org>)
- 4.Recertification Credit Guide
- 5.Recertification Application Form
- 6.CEU Review Subcommittee SOP
- 7.CEU Calculations
- 8.Security Plan
- 9.ISP[®] Certification Certificate

³ Section added 3/12

I. GENERAL

A. Introduction

NCMS created the Industrial Security Professional (ISP[®]) Certification because the Society saw a need to focus specifically on the needs of the Industrial Security Professional, including their government counterparts. Other existing security-related professional certifications are not specific enough to target the industrial security specialist who must follow the National Industrial Security Program Operating Manual (NISPOM) and related government security requirements relative to the protection of government classified information.

The ISP[®] provides a recognized and reliable indication of knowledge, competency, and experience of an Industrial Security Professional to apply Industrial Security program management concepts, principles, and practices. The ISP[®] is recognized as the standard of excellence for Industrial Security Professionals. The ISP[®] was accredited by ANAB in September 2013.⁴

B. Goals

1. Improve professionalism within industry and government security.
2. Enhance the recognition of experienced industry and government security professionals.
3. Increase the recognition of NCMS as the premier security organization.

C. Purpose

The purpose of the ISP[®] certification program is two-fold:

1. Provide recognition of the professional training and qualifications of experienced practitioners of industrial and government security.⁵
2. Provide guidelines for maintaining up-to-date knowledge within the profession.

D. Definitions (in the context of a certification)⁶

1. Fair: Designed so that every applicant has and follows the same opportunity, rules, exam, and standards.
2. Impartial: Designed so that no outside or inside forces can skew the certification program in any fashion, particularly by granting favors to a particular person or group.
3. Reliable: Designed so that the examination questions are accurate, and the results are repeatable in a statistically verifiable manner.
4. Relevant: Designed so that the examination questions are pertinent to the certification field; in this case an industrial security professional or cleared cyber security professional⁷ with at least 5 years of relevant experience.

E. Eligibility

1. Candidates must have at least five years cumulative experience in the industrial security field. NOTE: Military or police experience alone does not qualify; such service must include substantial industrial security experience within these professions to qualify for the five-year experience requirement. Each case will be determined based upon its merits. Final determinations will be made by the ISP[®] Certification Committee.

⁴ Added 09/18 to comply with standard.

⁵ Updated to remove "FSO-specific" reference; 04/20

⁶ Section added 01/15 to comply with standard.

⁷ Updated to remove "FSO-specific" reference; 04/20

2. Candidates must be working in industrial security at least part-time as part of their job description (a minimum of 10% of their total workload) in order for the experience to qualify.⁸
3. Candidates do not need to be currently working in industrial security to apply for the exam as long as their work history satisfies the five-year minimum requirement.⁹

F. Certification Requirements¹⁰

1. Candidates must provide a written recommendation from their supervisor. If a candidate does not have a supervisor, a member of the NCMS Board of Directors or an ISP[®] in good standing may provide a recommendation.¹¹
2. Candidates must sign and submit a Candidate Confidentiality & Conflict of Interest (CCOI) agreement with their application. A candidate's responsibility to abide by all terms of the CCOI does not expire regardless of exam results.
3. Candidates must attain a minimum score of 75% on the ISP[®] Certification Examination.
4. Candidates who score a 75% or more on the exam must sign and return a CCOI for ISP[®]s before their certification is finalized. An ISP[®]'s responsibility to abide by all terms of the CCOI does not expire even if the certification lapses.

G. Examination Focus and Regulatory Basis

The examination focus is for security professionals who act as Facility Security Officers, or an equivalent, for facilities that protect classified government information and material. The technical basis of the examination is the NISPOM and the requirements of related government security programs.

H. Examination Composition and Administration¹²

1. The ISP[®] Certification examination comprises 110 base questions covering eleven areas of Industrial Security Management (Security Administration and Management, Document Security, Information Systems Security, Physical Security, Personnel Security, International Security, Classification, Security Education, Audits and Self-Assessments, Special Security Information, and Security Systems¹³). The examination is administered utilizing Prometric's global network of test centers and is "open book", with approved resource documents available to candidates via a split screen during the exam. (*Note: documents are approved by the committee*).¹⁴
2. The rationale for using an open book examination is to replicate the office environment where references are available and to encourage referencing current documents to ensure the enforcement of the current requirements. This method of examination thus discourages the improper use of "memory" and "experience" and emphasizes referring to the correct requirement documents because requirements change frequently.¹⁵
3. The examination is two hours long and is designed so that the candidate will have time to look up some, but not most, questions.
4. The candidate may **not** consult with other individuals during the examination, nor may they use on-line resources.

⁸ Clarification added; 11/15

⁹ Eligibility changed per Board vote; 04/15

¹⁰ Revised to include candidate CCOI requirement; 09/19

¹¹ Changed to allow an ISP to write recommendation per Board vote; 04/15

¹² All references to hard copy exams removed per ISP[®] Committee 8/12; elective categories removed 04/20

¹³ Exam section added; 04/21

¹⁴ Updated to reflect move to Prometric test centers; 12/18

¹⁵ Clarified by ISP[®] Committee; 9/13

5. Candidates may not write down questions and remove them from the examination room. Any form of data mining/harvesting such as memorizing questions to give to others is forbidden.¹⁶
6. References are listed on the ISP® website (<https://ncms-isp.org>).
7. The examination is available to approved candidates only and accessibility is dependent upon availability at the individual test centers. Candidates schedule their test date and time directly with Prometric.¹⁷
8. The Executive Director administers the ISP® Certification Program. Details are in the responsibilities section of this policy.
9. The designated ISP® Certification Committee Co-Chair approves all applications and final examination results.

I. Special Needs Candidates¹⁸

1. ISP® Certification candidates may request special consideration or accommodation by writing to the Executive Director, who will forward the request to the designated ISP® Certification Committee Co-Chair for resolution. All requests for special consideration must include the specific condition that requires the accommodation and a written doctor's verification of the condition creating the need for accommodation.¹⁹ NCMS reserves the right to request additional documentation and/or verification if deemed necessary.
2. Accommodations such as extra space for a wheelchair, large print examination, and extra time to complete the examination due to visual impairment may be made if the need is documented by the candidate with written verification by appropriate medical professional(s) as necessary.²⁰
3. All personal information furnished by the candidate and/or medical personnel shall be protected in accordance with NCMS' policy and practices regarding confidentiality (see subsection U in this section).²¹
4. If a candidate has special needs for the examination, then the ISP® Certification Committee Co-Chair will determine what, if any, accommodations will be made. As a general rule all candidates must comply with the requirements of the certification, answer the same number of examination questions, and meet the same minimum score. The key is to balance the legitimate needs for accommodation of the candidate with maintaining standards, fairness, and consistency of the certification and examination.
5. Upon approval of request, Executive Director shall amend the candidate's eligibility record with Prometric so they can prepare accordingly for the candidate's test session.
6. If a request is not approved, candidate shall have the option to appeal (see "Appeals & Complaints Process").²²

J. Proctors²³

Effective September 2018, exams sessions moved to Prometric's global network of test centers, thus eliminating the need for NCMS-approved proctors for individual exam sessions. However, NCMS reserves the right to administer a group exam session at any time, utilizing multiple proctors pre-approved from the ISP® community, if it so chooses.²⁴

¹⁶ Added by ISP® Committee; 8/12

¹⁷ Updated to reflect move to Prometric test centers; 12/18

¹⁸ Revised by ISP® Committee; 2/12

¹⁹ Clarified by ISP® Committee; 8/12

²⁰ Revised by ISP® Committee; 02/18

²¹ Added to address confidentiality; 12/18

²² Added to include the appeal provision; 12/18

²³ Sub-section Title changed per ISP® Committee; 8/12

²⁴ Revised to document discontinuation of proctors with move to Prometric test centers; 12/18

K. Re-testing and Exam Retakes²⁵

There are two categories of re-testing: re-test and retake by exception. A re-test occurs when the candidate fails the examination and takes it again after fulfilling the designated wait period. A retake by exception applies when there is a problem that prohibits the candidate from completing the examination (i.e., losing internet connectivity), or a situation arises that compromises the examination environment (i.e., a facility evacuation). Retakes by exception are reviewed on a case-by-case basis and are limited to only validated and approved anomalies beyond the control of the candidate or test center.

1. The following details apply to retake by exception:²⁶

- a) It is Prometric policy to get the test site back up and operational as soon as possible in the event of an anomaly. However, if it determines that a candidate is unable to complete the test due to circumstances beyond their control, a Center Problem Report (CPR) will be filed and sent to the Executive Director. Prometric will provide candidate with a Candidate Care card and told they will be contacted for a reschedule at no additional charge if approved by NCMS.
- b) Once the CPR is received, the Executive Director will forward to the designated ISP[®] Certification Committee Co-Chair no later than the next business day for review.
- c) The designated Co-Chair will initiate a review to validate details and determine if approval of the retake is appropriate.
- d) The designated Co-Chair will advise the Executive Director of approval/non-approval status no later than two business days following receipt of the request. If not approved, standard re-test procedures apply. The Executive Director will advise the candidate of approval/non-approval status within one business day of receiving the decision from the designated Co-Chair.
- e) If approved, the Executive Director will notify Prometric, who will then contact the candidate to determine the earliest availability to retake the examination. If the candidate fails the retake, standard re-test procedures apply.
- f) MMCo will retain comprehensive records of all retake by exception requests.

2. The following details apply to the re-test.

- a) Candidates who fail the ISP[®] Certification examination may re-test after a period of six months.
- b) Candidates must re-apply on-line at any time during or following the waiting period. Collateral materials are not required to be resubmitted unless job experience and/or the supervisor has changed, or if the approval date for the original exam application was more than twelve months ago.²⁷ In either case, new materials will need to be submitted.
- c) Candidates who fail the test a second time will have to wait six additional months and re-apply as if he or she were a new candidate, including the full fee.

L. Cost²⁸

1. Cost of the ISP[®] examination is \$275 for NCMS members.
2. Cost of the ISP[®] examination is \$400 for non-NCMS members.
3. There is a \$50 surcharge for international candidates.
4. Cost of a re-test is \$140 for NCMS members.
5. Cost of a re-test is \$200 for non-NCMS members.

²⁵ Clarification of “retake” vs. “retest” and processes for “retake” added by ISP[®] Committee 1/14

²⁶ Retake policy updated to include specific timelines; 08/17. Updated to reflect policy with Prometric Test Centers; 12/18

²⁷ Clarification made on submission of new materials; 1/15

²⁸ Costs revised 3/14 to reflect price increases.

M. History²⁹

The ISP® Certification Program was developed during 2001 through 2004 and became an official NCMS program in June 2004. The ISP® Certification Program was accredited by the ANSI National Accreditation Board (ANAB) on 24 September 2013.

N. NCMS Training³⁰

NCMS training is developed and controlled by the NCMS Education & Training Committee, which is separate from the ISP® Certification Committee. All NCMS training is for professional development, not specifically to pass the ISP® Certification Examination. The Exam Preparation Program (EPP) is overseen by this committee. See section XI for details of this program.

O. Firewall Between Training and ISP® Certification Program³¹

The program requires that safeguards be in place to ensure that EPP facilitators and participants do not have access to the ISP® examination questions, including any beta testing. Additional safeguards are also required to ensure that committee members who are responsible for generating and maintaining ISP® examination questions are not involved in the EPP, in mentoring any potential candidates, or in any beta testing of exam questions. ISP® Certification Committee leadership maintains a roster of EPP Facilitators and the Exam Questions Subcommittee members and the restrictions on participation for each to ensure this firewall is enforced. Volunteers are permitted to participate in the EPP and ISP® subcommittees other than the Exam Questions Subcommittee. Finally, all training must be kept separate from the ISP® Certification Program.

P. Document Control

Proper document control of all ISP® documents is maintained at all times following the ISP® Document Control Policy.

Q. Accreditation

1. The ISP® Certification Program was first accredited by ANAB on 24 September 2013 and was valid for five years. ANAB requires annual surveillance be conducted of the program in order to maintain accreditation. The ISP® Certification Program accreditation identification number is 0860 and is valid through September 24, 2023.³²
2. The ANAB accreditation program requirements are outlined in ANAB/ISO/IEC 17024 2nd Edition dated 2012 07-01, which is located on the ANAB website.³³
3. The accreditation program requirements provide standards that must be met, but they do NOT specify how the standards must be met. The ISP® Certification Committee and NCMS determine how to meet all standards.
4. Annual reports to ANAB are required, and ANAB performs periodic reviews; all requirements are stated in PCAC-CA-502, Manual of Operations for Accreditation, chapter 8.

R. Accreditation Committee

1. The Accreditation Committee is a committee authorized by the NCMS Policies and Procedures Manual, Section III, C.

²⁹ Section added per ISP® Committee; 8/12

³⁰ Section added per ISP® Committee; 8/12

³¹ Section added per ISP® Committee; 8/12. Additional clarification regarding firewall added; 12/20

³² Revised to include required surveillance; 04/20

³³ Updated 09/14 to list updated ANSI reference

2. The Chair of the Accreditation Committee is tasked with working closely with the ISP[®] Certification Committee Co-Chairs to ensure that the ISP[®] Certification Program remains in compliance with ANSI requirements.

S. Impartiality³⁴

The ISP[®] Certification Program is dedicated to being completely impartial regarding candidate eligibility, as well as the examination, awarding of certifications, and recertification processes.

T. Confidentiality³⁵

NCMS shall hold all personally identifiable information (PII), business information, and other such information about candidates and ISP[®]s in confidence and shall not disclose or publish any such information without prior written approval by the individual or affected party.

In the event that NCMS becomes legally compelled (or if requested by an applicable regulatory body) to release any information of an individual that was obtained through participation of the ISP[®] certification program, NCMS will provide the individual with prompt written notice, unless providing such notice would violate applicable law or regulation, so that the individual may seek a protective order or other appropriate remedy if desired. In the event that such a protective order or other remedy is not obtained, NCMS will furnish only that portion of the information which is legally required (in the opinion of its legal counsel).

II. RESPONSIBILITIES

A. Board of Directors

1. Under the direction of the President, oversees the ISP[®] Certification Program, using the ISP[®] Certification Co-Chairs³⁶ as the points of contact.
2. Provides budget support and oversight.
3. Reviews the program at least annually to ensure that it remains up-to-date, relevant, and impartial organizationally and operationally.³⁷
4. Approves major changes to the program, program budget, new standards, and new certifications.
5. Agrees to abide by all terms of the Board CCOI agreement, which is signed and submitted at the beginning of the initial board term and/or appointment.³⁸ A board member's responsibility to abide by all terms of the agreement does not expire even after the end of the term.³⁹

B. ISP[®] Certification Committee Co-Chairs⁴⁰

Note: At the beginning of each board year, the co-chairs shall determine a beneficial assignment of duties that will effectively support the ISP[®] leadership committee and program. The co-chairs shall convey assignments to the Executive Director, the NCMS Board, and the ISP[®] Certification Subcommittees no later than the fall board meeting.

³⁴ Added per ISP[®] Committee to address ANSI standard; 5/14

³⁵ Added per ISP[®] Committee to address ANSI standard 7.3.4; 9/18

³⁶ "Co-chairs" added to reflect change in committee structure; 09/18

³⁷ Added by committee to address ANSI standard; 05/14

³⁸ Requirement updated to reflect current practice; 04/21

³⁹ Revised to include reference to required board CCOI agreement; 09/19

⁴⁰ Updated to reflect change in committee structure and assignments; 09/18

1. Oversee and work with the Executive Director on the daily administration of the ISP[®] Certification Program.
2. Approve recommendations for eligibility of applicants/candidates.⁴¹
3. Approve final examination results and awarding of the ISP[®] Certification.⁴²
4. Approve final examination results for candidates who fail the exam.⁴³
5. Perform all ISP[®] oversight duties outlined in the NCMS P&P Manual.
6. Ensure that the ISP[®] Certification Program is maintained in an up-to-date, relevant, and professional status, which includes an annual review of the ISP[®] program, examination questions, and examination results; and a new Job Analysis (JA) every five years or upon publication of a new NISPOM, whichever comes first. Details of how this is accomplished are in the Examination Construction, Maintenance, and Administration Policy.⁴⁴
7. Report to the Board of Directors the status of the ISP[®] Certification Program quarterly, to include recommended changes to the program at least annually.
8. Recommend to the Board for approval any changes to standards or program, budget, and new certifications.
9. Oversee and approve annual self-assessments of the ISP[®] Certification Program. These approvals must be in writing.⁴⁵
10. Oversee and approve all corrective action plans, continuous improvement activities, and quality improvement initiatives; verifies completion of all corrective actions; keeps records of these activities; and keeps the Board of Directors informed.
11. Cooperate with the ISP[®] Accreditation Committee as needed.
12. Ensure that all ISP[®] Candidates, ISP[®]s, ISP[®] Committee members, ISP[®] Accreditation members⁴⁶, Board members, and contractors sign the appropriate Confidentiality and Conflict of Interest Statement.
13. Monitor the work of all contractors supporting the ISP[®] Certification Program.
14. Conduct quarterly⁴⁷ ISP[®] Certification Committee meetings and ensure that notes are taken and filed with the Executive Director.
15. Publicize any changes to the ISP[®] Program through all available means, including Chapter Chair Liaison, **Bulletin**, ISP[®] Webpage, and annual training seminar.
16. Ensure that all rules and standards are enforced, to include maintenance of required records.⁴⁸
17. Ensure that ISP[®] Co-Chairs are properly trained by their predecessors to perform any tasks assigned to them.
18. Work with Executive Director and examination contractor to ensure that examination questions are not being “harvested.” This includes using internet programs to determine if inappropriate internet activity is indicating the compromise of examination questions.⁴⁹
19. Conduct all inquiries/investigations into any security compromises or attempts to violate impartiality and fairness of the program.⁵⁰
20. Ensure that the ISP[®] Certification Program is completely impartial in all of its actions, and that organizational impartiality is maintained.⁵¹

⁴¹ Effective January 2011

⁴² Effective January 2011

⁴³ Effective May 2012

⁴⁴ Added by ISP[®] Committee; 2/12

⁴⁵ Added by ISP[®] Committee; 8/12

⁴⁶ Added requirement for Accreditation Committee; 07/18

⁴⁷ Revised by ISP[®] Committee; 05/17

⁴⁸ Revised by ISP[®] Committee; 2/12

⁴⁹ Added by ISP[®] Committee; 8/12

⁵⁰ Added by ISP[®] Committee for clarification; 12/13; additional clarification 05/14

⁵¹ Added by ISP[®] Committee to address ANSI standard; 05/14

21. Report any attempts to circumvent policies and procedures or to unduly influence or corrupt the process to the BoD President.⁵²

C. Executive Director⁵³

1. Works closely with the ISP® Certification Committee to ensure the program is properly administered.
2. Follows the ISP® Certification Program Manual.
3. Maintains the official ISP® Certification files, documents, and records. (See paragraph IV B for details.)
4. Responsible for Document Control, which includes version control.
5. Reviews applications, verifies the validity of information, and recommends eligibility to take the ISP® Examination.⁵⁴
6. Contacts candidates directly if applications are incomplete and maintains applications in a pending file until material is received.
7. Reviews candidate examination results and recommends granting of ISP® Certification for those who have a passing grade.⁵⁵ All test results are forwarded to the designated ISP® Co-Chair for concurrence.⁵⁶
8. Provides notices for recertification.
9. Supervises the contractor providing IT support for the on-line ISP® examination.
10. Provides proper security of all ISP® files, records, examinations, seals, ISP® pins,⁵⁷ and certificates.
11. Receives and reviews recertification applications, verifies the validity of information, and recommends eligibility for recertification.⁵⁸
12. Consults with the designated ISP® Certification Committee Co-Chair regarding any questions on an applicant's eligibility to take the examination or whether or not claimed recertification CEU credits are acceptable.
13. Maintains the on-line test (vendor: Prometric), to include updating the test question bank, managing eligibility codes, and providing reports as necessary.
14. Maintains master test bank, using a contract Test Writer/Editor as needed.⁵⁹
15. Removes expired ISP®s from on-line list.
16. Trains and monitors the performance of all MMCO staff involved with the ISP® Certification Program.
17. Maintains proper records of the qualifications and training of all MMCO and NCMS members involved with the ISP® Certification Program.
18. Performs annual reviews and self-assessment of MMCO policies and performance related to the ISP® Certification Program.
19. Ensures that the administration of the ISP® Certification Program is performed in an impartial and fair manner by consistently enforcing all policies and procedures.⁶⁰
20. Reports any attempts to circumvent policies and procedures or to unduly influence or corrupt the process to the ISP® Certification and Accreditation Committee Chairs/Co-Chairs.⁶¹

⁵² Added by ISP® Committee to address ANSI standard; 05/14

⁵³ Revised by ISP® Committee; 2/12

⁵⁴ Revised 1/11 to include eligibility recommendation

⁵⁵ Revised 1/11 to include eligibility recommendation.

⁵⁶ Effective May 2012

⁵⁷ Revised 8/12 to include seals and pins

⁵⁸ Revised 1/11 to include eligibility recommendation

⁵⁹ Clarified 8/12

⁶⁰ Added by ISP® Committee to address ANSI standard; 05/14

⁶¹ Added by ISP® Committee to address ANSI standard; 05/14

21. Attends committee telecom meetings as needed.⁶²

D. Accreditation Committee Chair

1. Works with ANAB to establish and maintain accreditation.
2. Coordinates with the ISP® Committee Co-Chairs and Executive Director to ensure the ISP® Certification Program maintains accredited status.
3. Reports to the Board of Directors quarterly regarding the status of accreditation.

E. ISP® Recipients⁶³

1. Comply with the NCMS and ISP® Codes of Ethics (in P&P Manual and ISP® Manual, Section VI respectively).
2. Maintain certification every three years following established requirements in Section VII.
3. Maintain confidentiality of any sensitive or private information related to the program.
4. Fully disclose any real or potential conflicts of interest in accordance with policy.
5. Refrain from making any misrepresentations or claims regarding certification outside the scope for which the certification has been granted.
6. Refrain from altering the ISP® certificate or using it any such manner as to misrepresent the individual and his/her qualifications as an ISP®.
7. Report to NCMS HQ when the individual is no longer able to meet the requirements of being an ISP®.
8. Report to NCMS HQ when the individual completely retires from performing industrial security.

III. APPLICATION

The application is only available on-line and can be viewed from the ISP® website (ncms-isp.org).⁶⁴

IV. CERTIFICATION

A. Decision

The decision to certify a candidate for the ISP® is made by the designated ISP® Certification Committee Co-Chair based upon the recommendation of the Executive Director, whose input is based upon the candidate passing the on-line examination and having completed all administrative requirements.⁶⁵

B. Records

The Executive Director will keep records of all certifications, re-certifications, and examination results in accordance with NCMS' record retention policy.

1. Certifications.
 - a) Names of ISP® with dates of certification
 - b) Copies of applications
2. Re-certifications

⁶² Added by ISP® Committee; 02/18

⁶³ Added 4/14 to address ANSI standard. Updated 9/18 to comply with standard.

⁶⁴ Revised to remove hard copy application reference; 01/15

⁶⁵ Revised to remove hard copy exam reference; 8/12

- a) List of ISP[®]s with dates of recertification and appropriate notices
 - b) Copies of applications
 - c) Names of re-certified ISP[®] with dates of re-certification
3. Examinations
- a) Copies of applications
 - b) Copies of examination results, to include names, scores, and average scores
 - c) Copies of examination analysis

V. **ISP[®] CERTIFICATION COMMITTEE ORGANIZATION**⁶⁶

A. General.

1. The ISP[®] Certification Committee is composed of an Executive Committee and Subcommittees. Although the Examination Preparation Program (EPP) is not part of the ISP[®] Certification Committee, it is listed on the ISP[®] website in order to maintain a cohesive order for ISP[®] candidates.
2. All committee members other than the co-chairs may be volunteers, from within or outside of NCMS, who are current ISP[®]s.
3. All committee members are required to sign and submit an ISP[®] Committee CCOI at the beginning of each term to be served. A committee member's responsibility to abide by all terms of the agreement does not expire even after the end of the term.⁶⁷
4. The ISP[®] Co-Chairs approve all recommendations from the subcommittees. See "Responsibilities" (P&P Manual, Section II, paragraph B, # 11) for details of the ISP[®] Co-Chair duties.
5. Subcommittee Chairs will keep the ISP[®] Co-Chairs apprised of their activities and submit recommendations to the ISP[®] Co-Chairs.

B. ISP[®] Certification Executive Committee⁶⁸

ISP[®] Certification Executive Committee consists of the ISP[®] Certification Committee Co-Chairs, Certification Subcommittee Chair & Vice Chair, Exam Questions Subcommittee Chair & Vice Chair⁶⁹, and the CEU Subcommittee Chair & Vice Chair.

Meetings will be documented and minutes filed. Electronic and phone meetings are acceptable. A quorum of three must be in attendance for meetings/approvals.

C. ISP[®] Certification Subcommittee⁷⁰

This subcommittee is composed of Subcommittee Chair, as appointed by the ISP[®] Committee Co-Chairs, a Vice-Chair, and committee members. The subcommittee will work day-to-day issues associated with obtaining and promoting the ISP[®] Certification. They will assist in establishing policies and procedures pertaining to ISP[®] Certification and respond to on-line questions regarding certification.⁷¹ They will also work day-to-day issues associated with recertification, assist in establishing policies and procedures pertaining to recertification, and respond to on-line questions regarding recertification.

⁶⁶ Section added 3/12 by the ISP[®] Committee

⁶⁷ Revised to include requirement for committee CCOI; 09/19

⁶⁸ Subsection revised to include subcommittees; 02/17

⁶⁹ New Questions and Exam Questions Maintenance Subcommittees combined and renamed; 12/20

⁷⁰ Section revised to include recertification duties in lieu of a separate subcommittee; 04/22

⁷¹ Task added; 02/18

D. CEU Review Subcommittee

This committee is composed of Subcommittee Chair, as appointed by the ISP® Committee Co-Chairs, a Vice-Chair, and committee members. The subcommittee will review training agendas from chapters, educational agencies, and company security training events and determine the appropriate CEU award. Recommendations will be made to approve the appropriate CEU award. The subcommittee will make recommendations to the ISP® Recertification Subcommittee whenever it is determined a revision is needed in the CEU award policy and procedures. This subcommittee applies the policies and procedures developed by the ISP® Recertification Subcommittee; it has no policy and procedures authority. This position also responds to on-line questions regarding CEUs.⁷²

E. Exam Questions Subcommittee⁷³

This committee is composed of a Subcommittee Chair, as appointed by the ISP® Certification Committee Co-Chairs, a Vice Chair and committee members. The subcommittee is responsible for reviewing newly published editions of the NISPOM and all ISLs to perform a comparative analysis, note policy changes, and generate proposed new questions. The subcommittee is also responsible for management of existing examination questions, which includes validating questions, performing analysis, editing questions, and generating questions for beta testing. The Chair works closely with the Executive Director on exam question management to ensure exam questions are current and accurate. This position also responds to on-line questions related to the subcommittee.

F. The Annotated NISPOM (TAN) Subcommittee

The TAN is a subcommittee of the Education and Training Committee. The TAN Subcommittee updates the TAN whenever a new NISPOM or ISL is released.

G. EPP Subcommittee

EPP is a Subcommittee of the Education and Training Committee; it has no direct connection with the ISP® Certification Program, especially regarding examination questions.⁷⁴ This Subcommittee is responsible for the EPP program.

H. Executive Director⁷⁵

The Executive Director maintains the master copy of the examination question database with the assistance of examination subcontractors and performs all coordination tasks with the examination subcontractors.

VI. CODE OF ETHICS

A. Requirements

ISP®s and ISP® candidates must always demonstrate the highest levels of professional and ethical behavior, with unquestionable integrity⁷⁶, which includes, but is not limited to, the characteristics listed below.

1. Act in an honest, forthright, and dependable manner.

⁷² Task added; 02/18

⁷³ Two separate subcommittees responsible for exam questions development and maintenance combined into one subcommittee; 12/20

⁷⁴ Revised to clarify separation from ISP® Committee; 8/12

⁷⁵ Subsection added by ISP® committee 9/13

⁷⁶ Code of Ethics updated by ISP committee; 10/16

2. Follow and enforce all applicable security laws, regulations, orders, rules, policies, and procedures.
3. Safeguard classified and proprietary information at all times.
4. Place national security above all other work priorities.
5. Maintain proficiency in the appropriate security fields.
6. Assist fellow security professionals who are in need.
7. Balance security needs with business, operational, and research requirements.
8. Refrain from negative actions such as starting rumors, making slanderous statements, and embarking on character assassination.
9. Refrain from misrepresenting yourself as an ISP[®] if you have not recertified.
10. Comply with all ISP[®] administrative and security requirements.⁷⁷

B. Disciplinary Actions

Any NCMS member or ISP[®] should submit in writing descriptions of any instances of unprofessional or unethical behavior by an ISP[®] to the NCMS Executive Director. All disciplinary issues will be reviewed by the NCMS Ethics Committee⁷⁸, which will follow the established protocols to determine what, if any, disciplinary actions are appropriate.

C. Reasons for Disciplinary Actions

The reasons for disciplinary actions include, but are not restricted to, the following actions:

1. Conviction on felony charges
2. Failure to abide by the ISP[®] Code of Ethics
3. Failure to abide by the NCMS Code of Ethics

D. Revocation or Suspension of Certification⁷⁹

If a certification is revoked or suspended for cause, a certified letter (signature required) will be sent to the individual on behalf of the ISP[®] Certification Committee informing him/her of the decision. The individual will be advised to cease use of the ISP[®] designation and logo immediately and return his/her ISP[®] certificate to NCMS HQ on or before a specified date.

VII. RECERTIFICATION

A. General

Recertification is required every three years to maintain the ISP[®] Certification. The recertification requirement is designed to ensure that ISP[®]'s remain current and continue to develop their knowledge and skills in the field.

B. Requirements⁸⁰

1. Candidates must recertify every three years by the last day of the month in which the candidate originally became certified.
2. Sixty Continuing Education Units (CEUs) are required for recertification as of 1 Jan 2012. (Note: Prior to 1 Jan 2012, six recertification credits were required for recertification.)
3. All requests for CEUs to be used for recertification will be adjudicated by the ISP[®] Certification Committee with assistance from the Executive Director.

⁷⁷ Added per ISP[®] Committee; 8/12

⁷⁸ Updated to identify Ethics Committee as reviewer; 9/16

⁷⁹ Added by committee; 9/16

⁸⁰ Revised by ISP[®] Committee 2/12 based on new policy

4. Some or all activities may qualify for CEU credit under more than one professional certification.
5. No more than 50% of the claimed recertification CEU credits can come from membership and voluntary service activities. At least 50% of the CEU credits must come from attending or teaching security-related educational programs and courses; and providing security-related instruction, speeches, presentations, or publications.
6. The same activity may not be counted under more than one category. (For example, a presentation originally given orally cannot be published and counted both as a presentation and as a published article.)
7. Documentation to support claimed recertification CEU credits is required.

C. Recertification Credit Guide

The current Recertification Credit Guide is on the ISP[®] website (ncms-isp.org) or a copy can be requested from the Executive Director.

D. Recertification Application

Recertification Application is only available on the ISP[®] website (ncms-isp.org)⁸¹

E. Recertification Cost⁸²

A fee of \$75 for members and \$125⁸³ for non-members shall be paid to NCMS with the recertification application to cover the administrative costs of recertification. Fees will double for applications submitted up to one month past the original recertification date.⁸⁴

F. Recertification Lapse Policy

1. Recertification candidates must submit their recertification credits and payment to the NCMS Headquarters not later than one month past their original recertification date. All credits claimed for recertification must have been earned within the original recertification period. If the recertification application, supporting documentation, and payment are not received by the end of this time, the ISP[®]'s certification will lapse. Extra time is not given to allow for additional submission of supporting documentation.⁸⁵
2. NCMS will send written notice to the individual that his/her certification has been withdrawn for failure to recertify in accordance with policy and that he/she may no longer use the ISP[®] designation. To regain ISP[®] certification once the original certification has lapsed, an individual must reapply and retest at full cost.

G. Program Review⁸⁶

The ISP[®] Certification Committee will conduct an annual review of the recertification program to determine any changes to be made, including, but not limited to:

- Application process
- Credit Guide
- Recertification period
- Method of recertification
- Marketing materials

⁸¹ Added by ISP[®] Committee to reflect on-line availability only; 01/15

⁸² Revised by ISP[®] Committee; 2/12

⁸³ Revised 3/14 to reflect price increase

⁸⁴ Added by ISP Committee to reflect board approval of late fees.

⁸⁵ Section revised to tighten deadline to 30 days only per board approval. Additional time was removed; 10/15

⁸⁶ Section added to document annual program review per 2016 audit; 10/16

The review will be documented, with changes communicated to ISP®s and an implementation schedule to be determined as necessary.

VIII. ISP® LIFETIME CERTIFICATION ⁸⁷

A. General

Retired individuals possessing a current ISP® certification may apply for an ISP® Lifetime Certification from NCMS. If approved, they will receive a lifetime certification seal for their certificate. They are required to identify themselves as **ISP® - Life Certified (Retired)**. These individuals may not use the ISP® designation without this qualifying description.

B. Requirements

To be considered for Lifetime Certification, candidates must meet the following criteria:

1. Hold an ISP® certification in good standing (e.g., not lapsed or expired);
2. Have maintained their certification for 12 consecutive years preceding their date of application;
3. Have retired (defined as complete cessation from any security-related employment or practice or representation of any such employment or practice) and have no legal, financial, or business interest with any form of security-related employment or practice.

C. Certification Application

This application is available on-line at the ISP® website (ncms-isp.org).

D. Lifetime Certification Cost

A fee of \$75 for members and \$125 for non-members shall be paid with submission of the application to cover administrative costs. Official notification, including a lifetime seal will be sent to approved recipients via US Mail, and they will be designated as a lifetime recipient on the roster of current ISP®s, which is on the NCMS ISP® website.

E. The ISP® Pin and Logo

The Lifetime recipient will continue to wear the ISP® Pin as an ISP® in good standing. The recipient is authorized to use the ISP® logo and mark as long as they remain an ISP® in good standing.

F. Returning to Work in Security

If an ISP® Lifetime Certification recipient returns to work in the security profession, this individual must notify the NCMS Executive Director within 30 calendar days of returning to work.

⁸⁷ Section added after board approval of program; 04/21

Violators of NCMS ISP® lifetime certification policies and procedures are subject to review and possible loss of their certification status.

G. Restoration of ISP® Certification

When an ISP® Lifetime Certification recipient returns to the security profession before the end of the last term of their regular recertification cycle, they must follow normal recertification protocols and submit a completed recertification application and fee before the established deadline. Official notification and a new three-year certification seal will be sent via U.S. mail upon approval of the individual's recertification. The individual's original ISP® number remains the same in either condition. If they do not complete these steps, or their application is not approved, their certification will lapse in accordance with program guidelines.

When an ISP® Lifetime Certification recipient returns to the security profession after the end of the last term of their regular recertification cycle, their new recertification period will END on the last day of the month they returned to work, and they will have 30 days from that day in which to submit a completed recertification application and fee. The new recertification period will be confirmed by the Executive Director upon notification of return to work and updated in the iSP's record. Official notification and a new three-year certification seal will be sent via U.S. mail upon approval of the individual's recertification. The individual's original ISP® number remains the same in either condition. If they do not complete these steps, or their application is not approved, their certification will lapse in accordance with program guidelines.

When an ISP® Lifetime Certification recipient returns to the security profession after the end of the last term of their regular certification cycle and does not have the required 60 CEU to recertify, they must retake and pass the certification exam. ISP® Lifetime Certification recipients are automatically eligible to take an examination. However, they must still complete and submit the application and pay the examination application fee. *Note: Their certification will be suspended until they take the exam.* If the individual passes the exam, a new ISP® Number will be assigned.

H. Volunteer Eligibility

Any ISP® Lifetime Certification recipient in good standing can continue to volunteer on the ISP® Committee and/or the EPP, in accordance with firewall restrictions. Specific areas and topics would be determined by the individual's area of expertise. This also includes serving as a Board of Director as long as the ISP® remains in good standing.

I. Code of Ethics

All Lifetime Certification recipients must comply with the ISP® Code of Ethics. Violations of the Code of Ethics will be referred to the NCMS Ethics Committee for investigation.

J. Program Review

The ISP® Certification Committee will conduct an annual review of the ISP® Lifetime Certification Program to determine any changes to be made, including, but not limited to:

1. Eligibility criteria

2. Application process
3. Marketing materials

The review will be documented, with changes communicated to ISP®'s and an implementation schedule to be determined as necessary.

IX. EXAMINATION FACTS

A. Examination Topics:⁸⁸

As determined by a formal JA for Industrial Security facility managers with five or more years of experience conducted by the ISP® Committee, the skills required for certification fall into the following areas:

1. Security Administration & Management
 - a) NISP General Requirements
 - b) Reporting Requirements, including Cyber Incident Reporting
 - c) Insider Threat Program
 - d) Facility Clearances
 - e) FOCI & SSA Issues
2. Document Security
 - a) Creation & Marking
 - b) Safeguarding & Accountability
 - c) Transmission & Receipting
 - d) Reproduction & Destruction
 - e) Retention
 - f) Information Management System Requirements
3. Information Systems Security
 - a) Information Systems Security Program Requirements
 - b) ISSM, ISSO, User & CSA Responsibilities & Training
 - c) System Security Plans
 - d) Assessment & Authorization
 - e) Security Controls
 - f) Auditing & Monitoring Requirements
 - g) Marking Hardware
 - h) Operational & Maintenance Issues
4. Physical Security
 - a) General Safeguarding Requirements
 - b) Security in Depth
 - c) Access Control
 - d) Storage Requirements
 - e) Supplemental Protection
 - f) Open Storage & Restricted Areas & Vault Construction Requirements & Procedures
 - g) Intrusion Detection Systems & Central Station Monitoring

⁸⁸ Topics updated in conjunction with new exams launch; 04/20

5. Personnel Security
 - a) Interim & Final PCLs
 - b) Consultants & Limited Access Authorization
 - c) Proof of Citizenship Requirements
 - d) SF86 Requirements
 - e) Disqualifying Personal Issues
 - f) Adjudicative Guidelines
 - g) SF 312 Requirements
 - h) Denial of Access
 - i) Eligibility & Need to Know
 - j) Adverse Information Reporting
 - k) eQIP

6. International Security
 - a) National Disclosure Policy & Foreign Disclosure
 - b) Bilateral Security Agreements
 - c) Export Control Regulations
 - d) Direct Commercial Sales
 - e) FGI Classifications
 - f) FGI Access, Marking, Handling & Storage Requirements
 - g) International Visitors & International Assignments & Visits
 - h) NATO Information Requirements

7. Classification
 - a) Original Classification
 - b) Classification by Compilation
 - c) Downgrading & Declassification Procedures
 - d) DD Forms 254 & Security Classification Guides
 - e) FOIA Issues
 - f) Derivative Classification & Training
 - g) RD, FRD & TFNI

8. Security Education
 - a) Initial & Refresher Security Briefing Requirements
 - b) Training (i.e. FSO/ISSM/ISSO, etc.)
 - c) SF 312 Requirements
 - d) Insider Threat Training
 - e) Cybersecurity Awareness Training

9. Audits & Self-Assessments
 - a) Security Reviews/Audits
 - b) Self-Inspection Requirements

10. Special Security Information
 - a) Counterintelligence Issues, including International Meetings & Trade Shows
 - b) COMSEC/TEMPEST Basics
 - c) Intellectual Property, including Copyrights, Patents & Trademark Basics; FOIA & Privacy Act
 - d) OPSEC Basics
 - e) DTIC Issues

11. Security Systems⁸⁹

- a) DISS
- b) NISS
- c) NCCS
- d) NCAISS
- e) eMASS

B. Exam Grading Criterion

- 1. The minimum passing grade is 75%. Note: there is no rounding of final scores.
- 2. Each question is equally weighted and graded on a best-answer basis; there is no partial credit.

C. Possible Cheating Incidents⁹⁰

- 1. If the test center detects/suspects cheating, a Center Problem Report (CPR) is filed by Prometric and a copy is sent to the Executive Director.
- 2. Once the report is received⁹¹, the Executive Director will inform the designated ISP[®] Certification Committee Co-Chair who will then conduct an inquiry into the situation. Prometric will assist with the inquiry as needed, including providing DVR footage, staff interviews, copies of any confiscated materials, etc. The candidate will also be allowed to submit a statement if desired to the Executive Director. All materials become the property of NCMS and shall be protected in accordance with NCMS' policy and practices regarding confidentiality (see Section 1, subsection U).
- 3. At the conclusion of the inquiry, a formal decision will be made in writing. This decision will be sent to Prometric and the candidate, with copies to the Executive Director and NCMS President.⁹²
- 4. If the candidate wishes to appeal the decision, he/she must follow the process as outlined in this manual (See "Appeals Process")
- 5. In addition to the above, the designated ISP[®] Certification Committee Co-Chair will review the exam results to determine if there is an excessively high-scoring trend, which is a potential cheating indicator. If found, the Co-Chair will do the following:⁹³
 - a) Advise the Executive Director of a potential cheating incident and open an investigation;
 - b) Confer with Prometric to identify any abnormalities and advise the candidate(s) of the suspected cheating and investigation;
 - c) Advise the candidate(s) that he/she may write a statement and submit to the Executive Director;
 - d) Review any statements that are received by the Executive Director and draft a decision, which will be sent to the candidate(s) and to Prometric, with copies to the Executive Director and NCMS President.
 - e) The candidate(s) may appeal the decision by following the process as outlined in this manual (See "Appeals Process").

X. STUDY REFERENCES AND SOURCES

⁸⁹ New section added to the exam; 04/21

⁹⁰ Section revised to reflect process for Prometric Test Centers; 12/18

⁹¹ Revised for clarity, 8/15

⁹² Revised to include Exec Director in the distribution, 8/15

⁹³ Subsection added 8/15 in response to ANSI recommendation in surveillance report.

Refer to the current list of references and sources on the ISP[®] website (ncms-isp.org).

XI. EXAMINATION MAINTENANCE AND SECURITY⁹⁴

A. Updates

1. The ISP[®] Certification examination will be reviewed and, if necessary, revised each year by the ISP[®] Certification Committee.
2. The revised, new version(s) of the examination will be available no later than 1 June the following year.
3. The ISP[®] Certification Committee reserves the right to take the exam offline for a specified period of time if needed to perform necessary updates. Any closure of the exam will be communicated in advance.⁹⁵

B. Security

1. Strict security of all examination materials must be maintained at all times, to include encrypting e-mails containing examination questions.
2. MMCO is responsible for maintaining and securing records of the examination.
3. No one involved in the EPP may participate in the ISP[®] Certification examination review and update process for two years after completing such work.
4. No one involved in the ISP[®] Certification Exam Questions Subcommittee may become a member of the EPP Committee for two years after completing work on the examination.⁹⁶
5. The ISP[®] Certification Committee Co-Chairs, working with the Executive Director and the examination contractor, must ensure that examination questions are not being mined or harvested. NCMS also must monitor any internet signs that our examination questions are being harvested.⁹⁷
6. Details are covered in the Security Plan and the Examination Construction, Maintenance, and Administration Policy.

C. Reference Changes

Changes to the NISPOM and other examination references made after 1 January will not be included in the June version of the ISP[®] Certification examination that same year.

D. Details

Details are covered in the ISP[®] Construction, Maintenance, and Administration Policy.⁹⁸

XII. EXAMINATION PREPARATION PROGRAM (EPP)

- A. The EPP is separate from the ISP[®] Certification Committee and is under the oversight of the Education & Training Committee.
- B. The EPP is run exclusively by ISP[®]s and is designed as a method of assisting candidates in preparing to take the ISP[®] Certification examination. This program does **not** provide “answers” to the ISP[®] examination questions. Rather, it provides a structured approach to studying, a platform

⁹⁴ Security references added by ISP[®] Committee; 12/13

⁹⁵ Added by ISP[®] Committee; 01/15

⁹⁶ Added by ISP[®] Committee 09/13

⁹⁷ Added by ISP[®] Committee; 8/12

⁹⁸ Added per ISP[®] Committee; 8/12

for discussions that will assist the candidate in confirming the accuracy of their knowledge, and test-taking tips.

- C. No one serving as an EPP Facilitator⁹⁹ or Subject-Matter-Expert Facilitator for the EPP is permitted access to the ISP[®] examination test bank or may participate in updating and revising the ISP[®] examination, including beta testing.¹⁰⁰
- D. Candidates may join the EPP by registering on line at ncms-isp.org, which includes the EPP workbook.¹⁰¹
- E. The workbook contains a syllabus that provides a schedule of events and an outline of the topics to be covered.

XIII. APPEALS & COMPLAINTS PROCESS¹⁰²

A. Definition.¹⁰³

Appeal: A request by an applicant, candidate, or certified person for reconsideration of any decision made by the certification body related to his/her desired certification status.

Complaint: An expression of dissatisfaction, other than an appeal, by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected.

ISP[®] Certification Executive Committee: Consists of ISP[®] Certification Committee Co-Chairs, ISP[®] Certification Subcommittee Chair & Vice Chair, Exam Questions Subcommittee Chair & Vice Chair, and the CEU Subcommittee Chair & Vice Chair.¹⁰⁴

B. Appellants/Complainants.¹⁰⁵

All applicants, candidates, and certified individuals may file an appeal or complaint regarding any decision or action that falls within the process of obtaining and/or keeping an ISP[®] Certification. This appeal or complaint must be submitted in writing using the Appeals and Complaints Form (ISP-5024)¹⁰⁶, fully describe the issue and the reason for the appeal or complaint and be addressed to the NCMS Executive Director.¹⁰⁷

C. Tracking/Recording.¹⁰⁸

The Executive Director shall formally acknowledge receipt of the Appeals and Complaints Form (ISP-5024) to the appellant or complainant and record the appeal or complaint upon receipt, including the date received, and forward to the designated ISP[®] Certification Committee Co-Chair.

⁹⁹ "Mentor" replaced by "Facilitator" effective 12/15

¹⁰⁰ Beta testing added; 12/20

¹⁰¹ Section revised to denote change in registration process; 04/20

¹⁰² Section revised to add complaints to process; 02/17

¹⁰³ Subsection added; 02/17

¹⁰⁴ Changed to remove separate Recertification Subcommittee; 04/22

¹⁰⁵ Subsection revised to included complainants; 02/17

¹⁰⁶ Form added; 02/17

¹⁰⁷ Added by ISP[®] Committee; 2/12

¹⁰⁸ Subsection added; 02/17

All subsequent communications, actions, and decisions will be provided to the Executive Director, who will update the file upon receipt.

The Executive Director shall provide the appellant/complainant with progress reports upon request, as well as the final outcome.

D. Investigation.¹⁰⁹

The designated Co-Chair shall convene a meeting of the ISP® Certification Executive Committee (excluding anyone directly connected to the issue behind the appeal or complaint) to review the case, gather the necessary information, conduct interviews if necessary, and determine what, if any, appropriate corrections and/or corrective actions should be taken.

The ISP® Certification Committee shall ensure that all actions and decisions shall be impartial and constructive and that no discriminatory actions shall be taken against the appellant/complainant.

E. Notification.¹¹⁰

A substantiated complaint against a certified individual shall be communicated by the ISP® Certification Committee to the certified person in question in order to give the certified individual the opportunity to respond to the complaint. The ISP® Certification Committee will include this response in the investigative process.

F. Rulings.

All rulings by the ISP® Certification Committee Co-Chair shall be in writing using the Appeals and Complaints Form (ISP-5024)¹¹¹. This document will be sent to the appellant/complainant, the Executive Director, and the NCMS President.¹¹²

G. Final Appeals.

All rulings by the ISP® Certification Committee may be appealed by requesting in writing a final ruling from the NCMS Executive Committee. This final appeal will be sent to the NCMS Executive Director, who will record the appeal as described above and send to the Executive Committee. The designated Co-Chair (or another member of the ISP® Certification Committee if the Co-Chair has a conflict of interest) will provide any information or assistance the Executive Committee requests. The Executive Committee (which does not include the ISP® Certification Committee Co-Chair or anyone directly involved with the ISP® Certification Program) will make a final determination and provide a written reply to the appellant, with a copy to the NCMS Executive Director, specifying the rationale for their decision.¹¹³

H. Conflict of Interest.

No Board or ISP® Certification Committee member with any direct personal or professional job-related connection with the appellant or complainant may be involved in the process. The Executive Director may not be involved in these decisions, except to provide technical and administrative assistance.¹¹⁴

¹⁰⁹ Subsection added; 02/17

¹¹⁰ Subsection added; 02/17

¹¹¹ Form added; 02/17

¹¹² Added by ISP® Committee; 2/12

¹¹³ Revised by ISP® Committee; 2/12

¹¹⁴ Added by ISP® Committee; 2/12

I. Timeframes.¹¹⁵

The process for appeals and complaints shall be conducted within 30 days by the ISP® Certification Executive Committee, unless there are extenuating circumstances. The NCMS Executive Board shall have an additional 30 days to make a final ruling if necessary.¹¹⁶

J. Follow-up Actions.

If the appeals or complaints process highlights any problems with the ISP® Certification Program, then the designated Co-Chair must take immediate corrective actions, which includes resolving the immediate problem, mitigating any further or related problems, preventing re-occurrences, and documenting any resulting policy changes.¹¹⁷

XIV. SELF-ASSESSMENTS AND AUDITS

A. Self-Assessments

1. The ISP® Certification Committee will conduct an annual self-assessment of the ISP® Program policies and examination.
2. This self-assessment will include a review by the committee and a separate review by an independent person(s) acting under the direction of the designated ISP® Certification Committee Co-Chair.
3. A copy of both self-assessments will be reviewed and approved by the designated Co-Chair and submitted to the Board with comments and corrective action plan (if necessary) within three months of the end of the self-assessment.
4. The schedule of the self-assessments will allow for submission of the final self-assessment report by the ISP® Certification Committee Co-Chairs to the Board at the fall Board meeting.
5. The self-assessment will follow the Self-Assessment Checklist and will include any special topics designated by the Board or ISP® Certification Committee Co-Chairs.

B. Audits

1. ANAB will conduct an audit of the ISP® Certification Program in accordance with their policies and procedures.
2. The designated ISP® Certification Committee Co-Chair, working with the Accreditation Chair, will coordinate the ANAB audit, or designate someone to do the coordination.
3. The Accreditation Committee will conduct an audit each year of the ISP® Certification Program in accordance with its policy and procedures.¹¹⁸
4. If determined necessary, the designated Co-Chair will contract with an outside agency to conduct an outside audit of the ISP® Certification Program. The timing of such an audit will be either to address an immediate concern or to occur at the mid-point between ANAB audits.
5. The details of these audits will be determined by the designated Co-Chair or a designee.

XV. CONTINUOUS IMPROVEMENT AND CORRECTIVE ACTIONS

¹¹⁵ Subsection revised to include additional 30 days in event of appeal; 02/17

¹¹⁶ Revised by ISP® Committee; 2/12

¹¹⁷ Added by ISP® Committee; 2/12

¹¹⁸ Added by ISP® Committee; 12/18

A. Continuous Improvement and Quality Control

1. The ISP[®] Certification Committee is responsible for continuous improvement and quality control of the ISP[®] Certification Program.
 - a) Continuous improvement comes from activities like, but not restricted to, the following:
 - Regular reviews of policies, manuals, procedures, and forms
 - Self-Assessments and Audits
 - Examination Reviews
 - ISP[®] and NCMS Surveys
 - Recommended changes from the Board, ISP[®]s, committee members, chapter chairs, or NCMS members (multiple avenues exist for this input: e-mail, telephone, face-to-face meetings, NCMS website feedback, Board meetings, committee meetings, and joint chapter chair and Board meetings)
 - b) Quality Control activities include the same as listed above but focus on accuracy and precision versus innovation and improvement.
 - c) The ISP[®] Certification Committee Co-Chairs approve continuous improvement and quality control requirements and processes.
2. The ISP[®] Certification Committee Co-Chairs approve in writing all audits, reports, analysis, surveys, and changes to the ISP[®] Program.
 - a) The Co-Chair(s) may designate committee members to be responsible for working on the various committee tasks and submitting recommendations for approval.
 - b) Submissions and approvals may be done by email.
 - c) Records will be kept by the Executive Director.
 - d) The ISP[®] Certification Committee meetings are the best venue for addressing issues and making decisions.
3. The ISP[®] Certification Committee Co-Chair prioritizes changes and improvements, approve timelines, and obtain required funding from the Board.
 - a) Prioritization will be based upon the situation: budget, time restraints, criticality, and impact.
 - b) Committee members will make recommendations; the Co-Chairs make decisions.
4. The ISP[®] Certification Committee Co-Chairs report on the status of the ISP[®] Certification Program to the Board at the quarterly board meetings. Status reports will include at least the following:
 - a) How many ISP[®]s have been granted or recertified; pass rates and recertifications completed
 - b) Status of examination review, self-assessments, audits, and corrective actions
 - c) All improvements or changes to the ISP[®] Certification Program
 - d) Requests for budgetary support as required
 - e) Recommended addition of certifications, if any
5. The ISP[®] Certification Committee Co-Chairs publish all changes as necessary:
 - a) Inform all NCMS membership or all ISP[®]s
 - b) Update the ISP[®] website
 - c) Make changes to the ISP[®] Certification Program policies and procedures manual

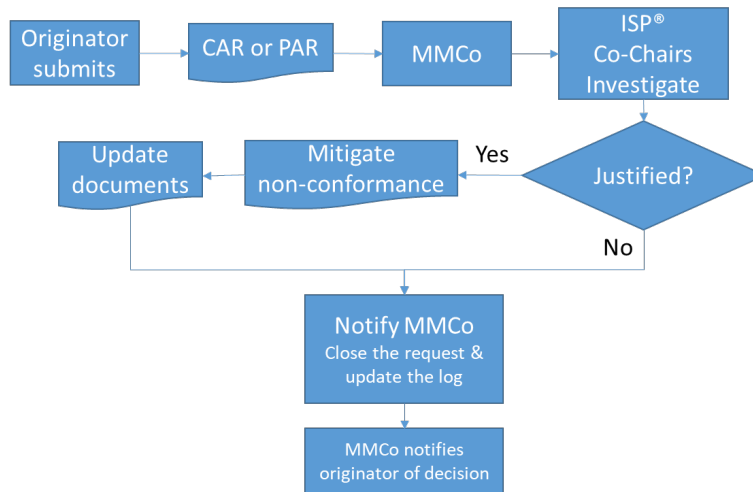
B. Corrective and Preventative Action Procedures¹¹⁹

1. Corrective actions may be requested when a condition appears non-compliant with a policy or procedure. This includes nonconforming supplies/services received from a supplier.

¹¹⁹ Section revised to follow standard; 10/18

2. Preventative actions may be requested for any condition, process, or policy that has the potential for improvement.
3. Any NCMS member or nonmember can initiate a corrective/preventive action request by completing the top portion of the Corrective Action Request (CAR)/Preventative Action Request (PAR) form. Since there is an opportunity for variety of individuals that can initiate a CAR/PAR, they are referred to as a CAR/PAR Originator. The CAR/PAR is submitted to MMCo who documents it and then forwards to the ISP® Committee Co-Chairs for appropriate actions.

Corrective Action/ Preventative Action Procedure Flow



4. All corrective actions start with an investigation to determine the root cause(s) of the problem. A thorough analysis of all related processes, operations, quality records, and specifications, which may have contributed to the deficiency, is conducted by the responsible function. All potential corrective actions are identified and the action(s) most likely to eliminate the problem and to prevent recurrence is selected. The investigation and analysis of the root cause and preventive measures shall be fully documented by the committee or individual assigned to the problem. The analysis shall include review of all applicable data to determine the extent and cause of the problem and analysis of trends in processes or performance of work to prevent nonconformities.
5. All problems are evaluated in terms of potential impact on quality, performance, safety, and customer satisfaction. All problems are identified as either minor or major. Resolutions to all corrective and preventive actions are to a degree appropriate to the magnitude and the risk of the problem. Resolutions are reviewed and approved by the ISP® Committee Co-chair. Where the response is unsatisfactory, the corrective action request is re-issued. The Accreditation Committee conducts periodic reviews/follow up to determine if the corrective and preventive actions have been implemented and are effective.
6. Every effort is made to ensure that the CAR/PAR Originator's concerns are fully understood and evaluated. If certification results are affected, then the CAR/PAR Originator is notified in writing.
7. Where the identification of nonconformities or departures casts doubts on compliance with policies and procedures, or with ISO/IEC 17024, appropriate areas of activity are audited in accordance with the Internal Audit Plan as soon as possible. This is typically only necessary when there is an identified risk or serious issue to the ISP® Certification Program.

XVI. CEU DETERMINATION FOR CHAPTER EVENTS

A. General

Chapters holding meetings, seminars, and other training who would like to issue CEU credit to their attendees must submit their proposed agenda first for ISP® CEU Subcommittee review and approval. Current SOP is referred to after the table of contents of this manual as Related Program Document #6. A copy can also be downloaded from the ISP® website (ncms-isp.org)

B. Agenda

The proposed agenda with sufficient detail that defines the length and title of each speaker¹²⁰ will be sent to NCMS HQ, preferably no less than 30 days prior to the event, who will forward on to the subcommittee chair.

C. Approval

The subcommittee chair (or designated member)¹²¹ will review the agenda and either approve the agenda as submitted or send a request for additional information and/or recommendations to maximize the credit received directly to the chapter chair.

D. Filing

Once the agenda is approved, a final copy will be filed by NCMS HQ in the appropriate chapter's file, and the chapter chair may use the agenda in all promotional materials and announcements.

E. Number of CEUs

CEUs will be calculated according to the standards approved by the ISP® Certification Committee. This document is referred to after the table of contents of this manual as Related Program Documents #7. A copy can also be downloaded from the ISP® website (ncms-isp.org).

XVII. CONTRACTS AND SUBCONTRACTS¹²²

A. Purpose¹²³

NCMS outsources work related to the ISP® certification as needed (a master list of contractors/subcontractors is maintained by MMCo staff), and as such shall:

1. take full responsibility for all outsourced work;
2. ensure that the contractor/subcontractor is competent and complies with the applicable provisions of this standard;
3. assess and monitor on a continuous basis the performance of the contractor/subcontractor in accordance with its documented procedures;
4. maintain records to demonstrate that the contractor/subcontractor meets all requirements relevant to the outsourced work.
5. Ensure that all contractors/subcontractors sign and submit a Contractor CCOI before beginning any work and then annually as long as the contractor is engaged. A

¹²⁰ Revised by ISP® Committee; 02/18

¹²¹ Revised by the ISP® Committee; 09/18

¹²² Revised by ISP® Committee; 3/12

¹²³ Section renamed and revised to conform with standard; 1/17

contractor's responsibility to abide by all terms of the agreement does not expire even after they are no longer engaged in work for the program.¹²⁴

B. Contractor/Subcontractor Evaluation

1. All contractors relating to the ISP[®] Program are reviewed by the Executive Director, designated ISP[®] Certification Committee Co-Chair, NCMS Treasurer, and the President of NCMS. The contract statement of work is examined to ensure that it is in sufficient detail to allow for proper oversight and enforcement.
 - a) If multiple bids are appropriate, they are collected and analyzed to determine which proposal provides the best results for a reasonable cost.
 - b) As necessary, MMCO coordinates with the designated ISP[®] Certification Committee Co-Chair to ensure that the statement of work will provide the desired support for the ISP[®] Program.
2. MMCO will subcontract work related to the ISP[®] Certification Program as deemed necessary, and these subcontractors are evaluated by the Executive Director and staff. The Executive Director approves and signs these contracts. MMCO has their standards and procedures for evaluating contracts.
 - a) If multiple bids are appropriate, they are collected and analyzed to determine which proposal provides the best results for a reasonable cost.
 - b) As necessary, MMCO coordinates with the designated ISP[®] Certification Committee Co-Chair to ensure that the statement of work will provide the desired support for the ISP[®] Certification Program.

C. Filing

All contracts related to NCMS Contractors and Subcontractors are filed at NCMS HQ by the Executive Director. The Executive Director also maintains all contractor/subcontractor evaluations and any support materials.

D. Evaluation of Products and Services

1. Contractors and Subcontractors must comply with the contract statement of work, which will include delivery of products, timetables, and standards of work.
2. Quality of products and services is evaluated by NCMS staff and ISP[®] and Accreditation Committees on an annual basis and contracts renewed as appropriate. Evaluations forms on file at NCMS Headquarters.

XVIII. ISP[®] CERTIFICATES¹²⁵, LOGO, AND MARK

A. General¹²⁶

1. All ISP[®]s will receive a certificate and ISP[®] Pin upon receiving the designation Industrial Security Professional.
 - a) The ISP[®] Pin looks like the following picture and may be affixed to the wearer's clothes as desired, normally on a lapel, collar, or near the left shoulder.

¹²⁴ Revised to include requirement for contractor CCOI; 09/19

¹²⁵ Certificates included in policy; 8/12

¹²⁶ Section 1 added; 8/12



- b) The ISP[®] Certificate must have the certified recipient's name and a seal that includes the month and year the ISP[®] Certification was awarded and the month and year of recertification, which is required to maintain the ISP[®] Certification. (referred to after the Table of Contents as Related Program Documents #9)
2. As an ISP[®], you have the right to use the ISP[®] Logo and Certified Mark, examples of which are shown below:



- a)
- b) ISPT[™]
3. The ISP[®] Logo and Mark are authorized for use only by ISP[®]s in good standing whose certification has not been revoked due to violation of the ISP[®] Code of Ethics, failure to recertify, or other reason as determined by the ISP[®] Certification Committee.
 - a) NCMS monitors and protects its marks, and as an ISP[®], it is critical that ISP[®]s use these marks properly and report any improper use or infringement to a ISP[®] Certification Committee Co-Chair immediately.
 - b) Any advertisement or promotional literature that uses the ISP[®] Logo and/or Mark should specify that these are registered trademarks that are the property of NCMS.

B. Use of ISP[®] Logo and Mark

1. The logo may not be altered or modified in any way.
2. Only high-resolution artwork provided by NCMS Headquarters may be used to ensure that the logo appears properly.
3. The logo cannot be used in conjunction with a company name or logo or be placed in such a way that it would appear the certification relates to the company.
4. The mark may not be used as part of a certified individual's email address.
5. The mark may not be used as part of a certified individual's company or business.
6. The mark may not be used as part of a website or www IP address domain name.

C. Examples of Proper Use

1. Jane Johnson is an ISP[®].
2. Jane Johnson, ISP[®], is a member of the NCMS Board of Directors.
3. Jane Johnson is an Industrial Security Professional (ISP[®]).
4. Jane Johnson, ISP[®], is President of Jane Johnson Consulting, Inc.

D. Improper Use

1. jim.johnsen.isp@gmail.com).
2. Jim Johnsen ISP[®] Consulting, Inc.
3. Jim Johnsen, isp (or Isp)

E. Actions Responding to Improper Use¹²⁷

1. All cases of inappropriate use will be reported to the Executive Director who will inform the ISP® Certification Committee.
2. The designated ISP® Certification Committee Co-Chair will research all reports of improper use of the ISP® Logo and make recommendations for action to the NCMS President.
3. The NCMS President, working with the NCMS Executive Committee, will determine any actions to be taken.

XIX. ANAB ACCREDITATION MARK, SYMBOL, or REFERENCE¹²⁸

A. Use of the ANAB Mark¹²⁹

The ANAB Accreditation Mark or Symbol must be used according to ANAB Public Procedure ANAB-PR-027: Rules Governing the Use and Protection of the ANAB Accreditation Mark and References to ANAB Accreditation, dated 10 August 2016, Revision 1. This document is located on the ANAB website.

“Whenever the CAB presents the ANAB Accreditation Mark (e.g., on its website, in a print brochure, etc.), the CAB shall print its accreditation number (found on the Accreditation Certificate) centered immediately under the ANAB Accreditation Mark. The accreditation number shall appear in the four-digit format provided by ANAB.

“The CAB shall indicate under the ANAB Accreditation Mark the accreditation program and applicable accreditation standard under which accreditation has been granted. This information is to be centered under the accreditation mark.”

B. Example of use¹³⁰



C. Reference to ANAB Accreditation without Mark

¹²⁷ Added by the ISP® Committee; 3/12

¹²⁸ Section added by ISP® Committee; 12/13. Updated 1/17. Updated 04/21 with new acronym

¹²⁹ Revised to reflect new ANSI trademark use; 1/17

¹³⁰ New mark implemented; 1/17

Whenever referring to the ANAB accreditation without using the Mark, the following phrase must be used: An ANAB-accredited Personnel Certification Program – Accreditation #0860.¹³¹

D. Use on Letterhead and ISP® Certificates

The ANAB Mark may be used on NCMS letterhead and ISP® certificates as long as the use complies with the ANAB reference stated above.

¹³¹ Verbiage requirements updated; 1/17