IIBA®-AAC RECERTIFICATION HANDBOOK

The Guide to Maintaining the IIBA®-AAC Designation

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1.0 About this Handbook

The purpose of this handbook is to provide Agile Analysis Certification ™ (IIBA®-AAC) recipients the information needed to maintain their designation. Detailed information about how to enter your hours can be found in the IIBA®-AAC Recertification Process document.

2.0 Agile Extension to the BABOK® GUIDE

All CDU activities must be aligned to the Knowledge Areas (Domains) as outlined in the Agile Extension to the BABOK® Guide. The Knowledge Areas are as follows:

1. Agile Mindset
2. Strategy Horizon
3. Initiative Horizon
4. Delivery Horizon

3.0 About Recertification

3.1 Program Overview

Individuals who have attained the IIBA®-AAC designation must demonstrate an ongoing professional commitment to maintain their certification by satisfying the Recertification program requirements.

The Recertification program supports the ongoing professional development of individuals who have attained their IIBA®-AAC designation, hereafter referred to as *Recipient*. The purpose of recertification is to:

- Encourage the ongoing professional development of recipients
- Encourage and recognize individualized learning
- Encourage the efforts of recipients to *give back* to the profession
- Offer a standard and objective mechanism for recording professional development activities
- Sustain the global recognition and value of the designation.

To satisfy the recertification requirements and maintain certification, recipients must earn and report in their BA Development Log, a minimum of 20 Continuing Development Units (CDUs) during each one-year cycle.

3.2 Confidentiality of Information

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

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

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

4.0 Recertification Process

4.1 Recertification Steps

To recertify, recipients must earn a minimum of 20 Continuing Development Units (CDUs) every one-year from Date of Certification and complete the following goals:

1. Earn a minimum of 20 Continuing Development Units
2. Enter hours into the BA Development Log
3. Pay recertification fee
4. Submit recertification application
5. Receive confirmation email from IIBA® – Congratulations! You are Recertified!

4.2 Responsibility of the Recipient

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

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

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

4.3 Determining Your Recertification Date

A recipient's certification begins on the date they pass the certification examination and ends on the one year anniversary of that date. CDU activities must be earned within the 1-year cycle (e.g. after your certification date and before the recertification date).

4.3.1 Certified Status

Recipients who recertify prior to their certification expiration date will continue to have certified status for the next one full year and this will be reflected in their **Digital Badge**. They will be listed in the Certification Registry within the IIBA® website, a public registry that shows verification of a recipient's designation status. Agreement to being on the registry is part of the online certification and recertification process.

4.3.2. Suspended Status

Detailed information about how to enter your hours can be found in the ***IIBA®-AAC Recertification Process*** document.

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

The movement from suspended status back to certified status requires the recipient to accumulate the required number and qualifying type of CDUs, pay the appropriate fee and agree to Terms and Conditions and the Code of Ethical Conduct and Professional Standards. Upon meeting all recertification requirements, the recipient's name will be added back to the online registry. Recipients who do not meet their CDU requirements within the suspension period will lose their designation. Individuals who lose their designation will be required to re-apply for certification (including taking the exam) to regain their credential.

4.3.3 Uncertified Status

The status of recipients who do not recertify will change to **Uncertified** and this will be reflected in the **Digital Badge.** Recipients who become uncertified and wish to reinstate should contact the certification team at certification@iiba.org.

4.4 Fee Payment & Submission

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

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

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

5.0 Continuing Development Units (CDUs)

The CDU is the measuring unit used to quantify approved learning and professional service activities. With some exceptions, one CDU is usually earned for every hour spent in a planned, structured learning experience or professional activity. Fractions of CDUs may be reported in quarter (¼) hour increments.

5.1 Online CDU Reporting in the BA Development Log

Recipients can access the BA Development Log by using their IIBA® credentials to login to the IIBA® portal. Review the IIBA®-AAC Recertification Process document for detailed information about how to enter your hours into the BA Development Log.

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

A minimum of 20 CDUs must be earned within the one-year cycle. CDU categories fall into 2 main streams: Learning and Applying and you must have CDUs in both streams with a minimum of 10 CDUs in the Learning stream every year.

Recipients may achieve their CDUs in any combination of the various categories. They are not required to report CDUs in all the categories but must report CDUs in more than one category. The following must be considered when applying for recertification:

- CDU activities completed *prior* to obtaining the designation are **not** accepted towards the recertification requirements.
- Participation for the same course/activity **cannot** be claimed more than once and **cannot** be claimed in more than one category.
- Recipients are responsible for reporting their qualifying activities.

5.2 Maintaining Supporting Documentation

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

5.3 Transferring CDUs

Recipients who earn more than the required 20 CDUs in their current one-year cycle will automatically have upto 5 of their excess CDUs transferred to their next one-year cycle.

6.0 CDU Qualifying Activity Categories

CDUs must be earned within 2 main streams: Learning and Applying.

The 2 streams reflect the significance of gaining knowledge and in applying that knowledge in the agile analysis space. There are 3 categories within each of the streams.

You must have CDUs in both streams and you must earn a minimum of 10 CDUs in the Learning stream every year.

Minimums	Learning Stream	Maximums
10 CDUs minimum required in the 'learning' stream	Professional Development	10
	Formal Academic Education	10
	Self-Directed Learning	5
	Applying Stream	
NO minimum CDUs required in the 'applying' stream	Work History (Professional Experience)	10
	Professional Activities	10
	Volunteer Service	10

CDUs can be earned by doing activities in the following 6 categories. Record your hours in the IIBA® online BA Development Log.

Category	CDU Activity Categories	Stream
1.	Professional Development	Learning
2.	Work History (Professional Experience)	Applying
3.	Professional Activities	Applying
4.	Volunteer Service	Applying
5.	Self-Directed Learning	Learning
6.	Formal Academic Education	Learning

Category 1: Professional Development (Learning Stream)

Professional Development activities include the following:

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

A. Classroom Course

One hour of classroom/contact time is equal to one CDU. Fractions of CDUs may be reported in quarter (¼) hour increments. Review the IIBA®-AAC Recertification Process document for step-by-step instructions on entering these hours into your BA Development Log.

Content must be aligned with the domains as discussed in the Agile Extension to the BABOK® Guide. Courses can be obtained from an IIBA® EEP or other education provider.

IIBA® Endorsed Education and Training Providers (EEP)

Courses, seminars and workshops automatically qualify if they:

- Align with the domains as discussed in the Agile Extension to the BABOK® Guide and

- Are delivered by an IIBA® Endorsed Education and Training Provider and have been pre-approved by IIBA®.

Not all courses offered by an EEP are endorsed by IIBA® and only endorsed courses automatically qualify in this category. These courses have already been assessed to ensure they meet the professional development criteria. A listing can be found within the ***Endorsed Education and Training Providers*** section of the IIBA® website.

Other Education Providers

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

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

Since the course is not endorsed as part of the IIBA® Endorsed Education and Training Providers program, the CDU value submitted by the recipient will be validated by IIBA® at the time of recertification.

B. **IIBA® Chapter Event (meetings, events)**
C. **IIBA® Chapter Study Group**

IIBA® Chapters are authorized to issue CDUs for their chapter meetings, events and study groups. View Chapter listing here. 1 hour of contact time = 1 CDU and fractions of CDUs may be reported in quarter (¼) hour increments. These will automatically qualify if the content is aligned with the domains as discussed in the Agile Extension to the BABOK® Guide.

Chapters keep a record of attendance of recipients in the event of an IIBA® audit so that participants will be able to prove their attendance. Chapters may issue a proof of attendance to the attendees for their records although this is not mandated by IIBA®. It is the recipient's responsibility to request a receipt from the Chapter which will indicate the number of CDUs allocated to the event and prove their attendance at the event.

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

IIBA® Building Business Capability (BBC) Conference, key notes, tracks and workshops will automatically qualify when the content is aligned with the domains as discussed in the Agile Extension to the BABOK® Guide *and* will earn one CDU per contact hour.

CDUs may also be earned by attending other organizations (e.g. Toastmasters) conferences, symposiums, events and programs if the content is aligned with the domains as discussed in the Agile Extension to the BABOK® Guide.

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

E. Online Course (courses, live webinars)

Online Course criteria is the same as the criteria for Classroom Courses and can be obtained from an IIBA® EEP or other education provider. Refer to A. Classroom Course in this section for details. Live webinars are included under this activity and are recorded in this Professional Development category.

Category 2: Work History (Professional Experience) (Applying Stream)

CDUs can be earned by doing business analysis work. The business analysis work MUST be aligned to the Agile Extension to the BABOK® Guide to qualify.

- 1000 hours of business analysis work experience/history qualifies for 5 CDUs.
- IIBA® will validate the CDU value submitted and that the experience is aligned accordingly when reviewing the recipient's application at the time of recertification.

Category 3: Professional Activities (Applying Stream)

The content must be aligned with the domains as discussed in the Agile Extension to the BABOK® Guide. These CDUs may be earned by participating in any of the professional activities as described in the following chart under sub-categories, A to F:

Sub-Category	Activity Description	CDUs Earned
3A	Author or co-author of an article published in a refereed journal.	30 CDUs per article
3B	Author or co-author of an article published in a non-refereed journal.	15 CDUs per article
3C	Speaker/Instructor at a conference, symposium, workshop, formal course or IIBA® chapter meeting.	10 CDUs per activity
3D	Member/Moderator of panel discussion at a conference, symposium, workshop or formal course.	5 CDUs per activity
3E	Author or co-author of a textbook.	30 CDUs per book
3F	Developer of content for a structured learning program. A structured program would include learning objectives, interactivity and assessment to ensure that learning has taken place. This could include content used for classroom delivery, online instructor-led delivery or online self-paced delivery.	15 CDUs per program

Category 4: Volunteer Service (Applying Stream)

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

CDUs may be earned by volunteering your time in these ways:

a. Volunteer as a Board member with IIBA® or an IIBA® Chapter
   - You must attend 50% or more of the scheduled meetings
   - 10 CDU bonus per anniversary year, with 6 months minimum service

b. Volunteer as a committee member to IIBA® or an IIBA® Chapter
   - You must attend 50% or more of the scheduled meetings

c. Volunteer your agile analysis services to a non-employer community or charitable group
- Activities must be aligned with the BABOK® Guide
- Organization sponsoring the work must be a legally recognized not-for-profit

1 hour = 1 CDU. Activities must be aligned with the domains as discussed in the Agile Extension to the BABOK® Guide.

Category 5: Self-Directed Learning (Learning Stream)

Self-directed learning CDUs may be earned by doing activities that involve personally designed research and/or study activities such as:

- Informal discussions or coaching sessions with co-workers, clients, or consultants
- The study of resources in books, how-to manuals, on the Internet or other instructional items including archived webinars

1 hour = 1 CDU. Activities must be aligned to the domains as discussed in the Agile Extension to the BABOK® Guide.

Category 6: Formal Academic Education (Learning Stream)

CDUs may be earned by completing 1 or more academic courses offered for degree or diploma credit.

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

Courses/programs that automatically qualify include ***Endorsed Education and Training Providers*** courses/programs if content is aligned with domains as discussed in the Agile Extension to the BABOK® Guide.

7.0 Audits and Audit Documentation

Certified recipients agree to comply with [Terms and Conditions](#) including adherence to the auditing terms. The IIBA® auditing terms provide that all recipients may be subject to an audit at any time. Recipients selected for an audit will be notified by e-mail and will have 60 days from the date of the email to comply with the audit request terms.

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

For each activity submitted, recipients should keep a copy of all required supporting documentation. A percentage of recipients will be randomly selected for audit. Any supporting materials submitted to IIBA® become the property of IIBA® so it is highly recommended that the recipient keep their own copies as well.

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

Category	Sub-Category	Audit Documentation Required for each CDU Category
1.	**Professional Development**	
	A. Classroom Course	✓ IIBA® EEP: A certificate of achievement or email confirming attendance. ✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.
	B. Chapter Event	✓ IIBA® Chapter Event: Proof of or email confirming attendance for meetings. A receipt for events. ✓ Other Event: Copy of or link to event description, and proof of or email confirming attendance.
	C. Chapter Study Group	✓ IIBA® Chapter Study Group: Proof of or email confirming attendance in the study group, and length of time. ✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.
	D. Conference Workshop (key notes, tracks, workshops)	✓ IIBA® EEP: A certificate of achievement or email confirming attendance. ✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.
	E. Online Course (course, live webinar)	✓ IIBA® EEP: A certificate of achievement or email confirming attendance. ✓ Other Education Provider: A certificate of achievement or email confirming attendance and hours, and a brochure or course materials outlining the subject matter covered.
2.	**Work History (Professional Experience)**	✓ Contacts listed for each work entry will be emailed to validate work experience, hours, and dates.
3.	**Professional Activities** A to F	✓ Link to or soft copies of publications, sample educational materials, course agenda, and description of the activity.
4.	**Volunteer Service**	✓ An email or certificate from the organization acknowledging the recipient's work and dates of the volunteer tasks.
5.	**Self-Directed Learning**	✓ None required.
6.	**Formal Academic Education**	✓ An official transcript or equivalent (i.e. a notarized copy), and a brochure or course materials outlining the subject matter covered and length of time.

8.0 Appeal Process

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

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

9.0 Responsibilities to the Profession

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

10.0 Suspending or Withdrawing Certification

IIBA® reserves the right to revoke the IIBA®-AAC certification at any time after review of a reported professional misconduct or for a misuse of the IIBA®-AAC logo or trademarks. IIBA® also reserves the right to conduct random post-certification audits.

All fees paid shall be forfeited in the event of a revoked or suspended credential. Recipients whose certification has been revoked will not be allowed to reapply for the IIBA®-AAC for a period of time to be decided at the discretion of IIBA®.