



## **Regulations and Guidelines on Certification as a Certified Business Process Professional CBPP**

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The head of the certification office is responsible for maintaining this document.

## OTHER APPLICABLE DOCUMENTS

The documents listed in the table below are required for preparing or registering for certification and are therefore regarded as applicable documents. The content of these documents supplements the information provided in these Guidelines.

No.	Document	Description or file name
1	Business Process Management Common Body of Knowledge	BPM CBOK®, 2009 edition
2	Registration for Certification as CBPP	CBPP_Anmeldeformular
3	Proof of Practical Experience for Certification as CBPP	CBPP_Praxisnachweis
4	Schedule of fees	H-SE15-Gebühren

## REVIEW AND APPROVAL

Function	Date	Role	Person(s)	Remarks
Checked	28.06.2011	VZPM Executive Board	Members of the Executive Board	
Approved	30.06.2011	CEO	Paul J. Zimmermann	

Any amendments or additions must be approved by the VZPM's Executive Board. This document is approved by the CEO.

## **MOST IMPORTANT ABBREVIATIONS**

ABPMP	Association of Business Process Management Professionals
BPM CBOK®	Business Process Management Common Body of Knowledge
CBPP	Certified Business Process Professional
EABPM	European Association of Business Process Management
SGO	Swiss Society for Organization and Management (Schweizerische Gesellschaft für Organisation und Management)
VZPM	Association for Certification of Persons in Management

## **1. GENERAL PROVISIONS**

The present document sets out the overall conditions for certification as a Certified Business Process Professional CBPP and explains the requirements to be met by candidates and the certification procedure. It is intended as a brief introduction to certification for candidates, supervisors, HR managers and other interested parties.

The VZPM (Association for Certification of Persons in Management) is sponsored by the following institutions:

- Swiss Society for Organization and Management (Schweizerische Gesellschaft for Organisation and Management – SGO) and its subsidiaries:
  - Association Suisse d'Organisation et de Management (ASO)
  - Associazione Svizzera Italiana d'Organizzazione e Management (ASIO)
- Swiss Project Management Society (Schweizerische Gesellschaft für Projektmanagement – spm)
- SMP (Société suisse de Management de Projet)

Based on

- these Regulations and Guidelines on Certification as a Certified Business Process Professional CBPP
- European standard ISO/IEC 17024 for the certification of individual persons
- the Business Process Management Common Body of Knowledge (BPM CBOK®) of the EABPM (pub.) and the ABPMP (lead management)

the Association awards internationally recognized certification to process management personnel in Switzerland. For a correct understanding of the certification process, these documents must also be taken into account.

To achieve certification, candidates must show proof of the requisite knowledge, skills and practical experience. Certificates must be renewed periodically (recertification).

The aim of certification is...

- ❑ to provide a form of recognition for employees in the private and public sectors and self-employed persons who have acquired corresponding theoretical and practical process management skills.
- ❑ to assist companies and administrations in the selection of successful and reliable process management staff.

The "Certified Business Process Professional CBPP" qualification provides confirmation of the holder's knowledge and professional experience. The qualification is awarded on the strength of a written examination and an assessment of the candidate's basic and further professional training and practical activity in Business Process Management. This qualification focuses on general knowledge and practical experience working in business process management.

## **2. CERTIFICATION ORGANIZATION AND CERTIFICATION BODIES**

The Executive Board of the VZPM (Association for Certification of Persons in Management) acts as the governing body and is responsible for certification. The VZPM acts as a certification office. The management of the certification office and the head of the certification division are responsible for organizing and coordinating the certification process and conducting the examinations.

All information and documents submitted by candidates are treated as confidential by the certification office. The candidates' documents and the certification documents are accessible only to authorized persons in the certification office, the allocated examiners and, in the event of an appeal, the appeal committees and the candidate.

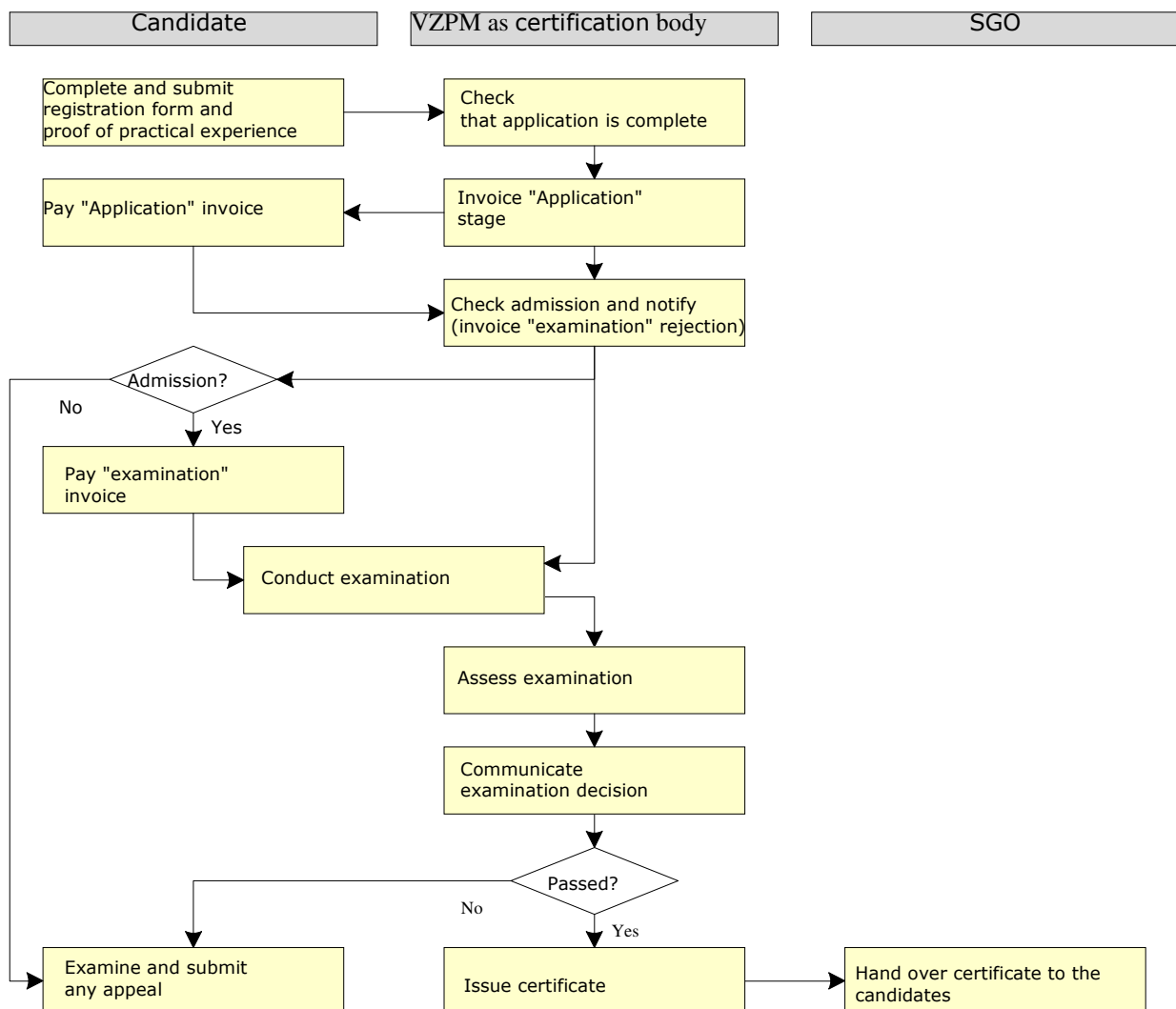
### 3. CERTIFICATION PROCEDURE

#### 3.1. CERTIFICATION BASIS

The documentation required for certification is available from the VZPM and can be requested at the office. With the exception of the BPM CBOK<sup>®</sup>, all documents are provided as free downloads.

The BPM CBOK<sup>®</sup> forms the basis for preparing for the examination and can be downloaded free of charge by all SGO (Swiss Society for Organization and Management) members. The paper version of the BPM CBOK<sup>®</sup> can be obtained from the SGO or from bookshops.

The following chart shows the process of "Certification as a Certified Business Process Professional" in simplified form:



### **3.2. ANNOUNCEMENT OF CERTIFICATION ROUNDS AND APPLICATION FOR CERTIFICATION**

The certification dates are defined by the certification office. At least one public certification round is held each year. Certification rounds are normally announced on the VZPM website ([www.vzpm.ch](http://www.vzpm.ch)) four months before they take place. The announcement includes the registration deadline, the registration office and the examination date.

Candidates must register in writing. Single copies of all documents are to be submitted to the VZPM office by the published registration date. The official VZPM forms should be used to register. The candidate submits the following documents:

- Application for Initial Certification (registration for certification)
- CBPP Proof of Practical Experience incl. employment references and copies of diplomas

The candidate registers officially by submitting an application. The details in the registration form enable the VZPM office and the head of the certification division to check that the information provided is complete. Incomplete registrations will be rejected. Registrations and proof of practical experience must be signed before they are submitted.

On registering

- the candidate recognizes the admission requirements, including the BPM CBOK® and the present document.
- the candidate recognizes the binding nature of the registration. Withdrawals are only possible subject to the conditions set out in Art. 3.2.3.
- the candidate undertakes to pay the examination fees due within the specified time limit.
- candidates must provide written evidence showing that they meet the admission conditions set out in Art. 3.2.1 of the present document.

By signing the candidate confirms that he/she has entered all details truthfully and is in agreement with the general provisions.

The registration submitted by the candidate will be checked by the head of the certification section to ensure that the admission requirements have been met. Candidates not admitted to the examination will be notified in writing, stating the reason.

#### **3.2.1. ENTRY REQUIREMENTS**

The entry requirements to be met by candidates are laid down in chapter "XV.1.1. Practical experience, basic and further training" of the BPM CBOK®.

Hours claimed for periods of basic and further training confirmed by evidence will be taken into account cumulatively. As the certifying office, the VZPM will decide whether additional further training measures can be taken into account.

When registering for certification, candidates must provide proof that they meet the entry requirements required by the BPM CBOK® by completing the "CBPP Proof of Practical Experience" form and by submitting employment references and copies of diplomas.

#### **3.2.2. FEES AND COSTS TO BE BORNE BY CANDIDATES**

The certification and recertification fees and the prices for individual documents and additional services are set in the Schedule of fees by VZPM management in consultation with the Executive Board.

- The certification fees are published in the announcement.

- ❑ The fees for each certification stage are invoiced to the candidates and must be paid within the time limit printed on the invoice.
- ❑ Candidates who withdraw from the examination within the permitted time limit or on valid grounds in accordance with Art. 3.2.3 of the present document will be reimbursed for the examination fee paid less a handling fee in accordance with the tariff scale.
- ❑ If a candidate withdraws before or during the certification process, the fees are refunded only in exceptional cases. The candidate must explain and document the reason for withdrawal to the office in writing.
- ❑ Any candidate who is not awarded a certificate, or who misses the deadlines without a valid excuse or is excluded from the certification process, loses all entitlement to a refund.
- ❑ The fees for candidates retaking certification are the same as those for certification.
- ❑ Candidates must pay their own expenses for travel, accommodation and meals during certification.

No additional fees are charged for the certificate (1 copy) or for registration/publication of accreditation. Additional certificates in other available languages can be issued for a fee.

### **3.2.3. WITHDRAWAL AFTER REGISTRATION**

Candidates may withdraw their registrations up to one month before the examination date, setting out their reasons for doing so in writing. A handling fee will be charged for the administrative processing in accordance with the tariff scale. Once this time limit has expired, a withdrawal will only be possible on valid grounds. In this case too, a handling fee must be paid for the administrative processing.

The following shall be deemed to constitute valid grounds:

- ❑ attested and unforeseen military service
- ❑ medically certified sickness or accident
- ❑ serious illness, serious accident or death of a family member  
(an attestation is required which must be in one of Switzerland's official languages or in English.)

If a withdrawal is submitted less than one month before the examination date and if no valid grounds can be given, payment of the full examination fee will be required.

### **3.2.4. ETHICAL GUIDELINES AND RULES OF CONDUCT**

A significant element of professionalization lies in the appropriate conduct of process managers in relation to the task at hand. This conduct is documented in the form of ethical guidelines and rules of conduct in chapter "III.3 Ethical Guidelines and Rules of Conduct" of the BPM CBOK®. The object of promoting this professional conduct is to raise the quality of process management in Switzerland. By registering for certification, candidates undertake to conduct themselves in accordance with these professional standards.

## **3.3. WRITTEN EXAMINATION**

The written examination is invigilated by a person authorized by the VZPM. Candidates are not permitted to bring with them or use any documents or aids.

The areas assessed as part of the examination are described in the BPM CBOK®. In the examination, questions may be asked on all areas of the BPM CBOK®.

The written examination consists solely of multiple choice questions. These are genuine single choice questions. Candidates are required to place a cross beside one answer only. Candidates' answers are assessed by a person authorized by the VZPM. The office will inform the candidate of the examination result in writing.

### **3.3.1. ASSESSMENT OF THE EXAMINATION**

A person authorized by the VZPM will be appointed to serve as the examiner who assesses the candidate's performance in the examination. The examiner will evaluate the candidate's performance and submit a decision proposal to the head of the certification section.

The examiner must not be associated with the candidate in any way that could influence his/her judgement (e.g. as line manager or subordinate in an organization or as the candidate's process management instructor). The examiner must immediately notify the head of the certification section through the VZPM office of any conflict of interest.

If a candidate fails without good reason to meet a deadline or to attend an exam, or if he or she withdraws, the candidate is deemed to have failed the certification.

The certification files, which include the exam results, are stored at the VZPM office for 10 years.

### **3.4. INTERRUPTION OF CERTIFICATION**

There is no provision for deferring any stage in the process. The head of the certification section is authorized to approve any proposed interruptions in the process. The maximum duration of an interruption is 1 year. If the certification process is interrupted for longer than this, it must be restarted from stage 1, registration for certification.

### **3.5. COMPLETION OF THE CERTIFICATION PROCESS**

Candidates who have passed the examination will be issued with a certificate by the certification office.

#### **3.5.1. CERTIFICATE**

Certificates are issued by the VZPM office. To be awarded the certificate, candidates must meet the following preconditions:

- Successful completion of all stages of the certification process
- Payment of all certification fees

The certificate is internationally recognized and is valid for three years. Certificate-holders are entitled to use the title "Certified Business Process Professional CBPP" for the duration of the certificate's validity. Anyone using this title without holding the certificate is liable to criminal prosecution.

Certificates may not be misused by making false or misleading statements about their content, holder, validity or duration or about the certification office. Serious complaints and misuse will result in immediate withdrawal of certification. Certificates not rightfully awarded may be revoked.

"Certified Business Process Professionals" engage in ongoing training to ensure that they keep up with the current state of technical knowledge. They adhere to the ethical guidelines and rules of conduct laid down in chapter "III.3 Ethical Guidelines and Rules of Conduct" of the BPM CBOK®.

#### **3.5.2. RETAKING CERTIFICATION AFTER FAILING**

Candidates who do not achieve certification can retake the written exam no more than twice within a period of two years. The candidate must bear the costs of all examinations retaken.

If a candidate fails the second resit, he or she may only reapply for certification after three years at the earliest.

### **3.6. INSPECTION OF FILES**

Certification documents may only be inspected by candidates in the case of an appeal and in the presence of a member of the VZPM's Executive Board – usually the competent head of division. Once the appeal is concluded, this right to inspect files lapses as well.

## **4. APPEAL PROCEDURE**

Candidates can file an appeal with the appeals committee via the VPZM's Executive Board against a decision made by the certification office after each certification stage or against a withdrawal, cancellation or non-recertification within 30 days of the decision being announced. The appeal must be in writing and must include the appellant's motions and their reasons.

The appellant must pay a deposit fee as set out in the schedule of fees when the appeal is filed. If the appeal fee is not paid on time, the appeal will be denied and not dealt with further.

If the appeal is denied by the appeals committee, the costs of the process (deposit fee) will be charged to the appellant. The appellant has no financial claim of any kind against the certification office.

The appeals committee's decision is final.

### **4.1. FILE INSPECTION PERIODS**

If an appellant asks to inspect the assessment documents in order to formulate the reasons for their appeal in greater detail, the request must be granted within 30 days of receipt of the appeal fee. A maximum period of 30 days applies to both parties.

After the certification documents have been inspected, the reasons for the appeal must be submitted within 30 days.

### **4.2. PROCESSING PERIOD REQUIRED BY THE APPEALS COMMITTEE**

Once the appeal fee has been received or once the reasons for appeal have been submitted, the files are sent to the appeals committee for processing. The appeals committee will conclude the processing of the appeal within approx. 45 days.

### **4.3. TIME LIMIT EXTENSIONS**

In exceptional cases, the time limits set by the VZPM can be extended for special reasons. Requests for extensions must be submitted before the time limit expires and the exact reason for the request must be explained. This rule applies to all parties involved in an appeals process. The request for the extension of a time limit is reviewed and granted by the management of the VZPM office.

## **5. RECERTIFICATION**

The "Certified Business Process Professional CBPP" certificate is valid for three years. Anyone wishing to renew their certificate must submit an application for recertification. The requirements set out in Chapter XV.1. "Components and conditions of admission" of the BPM CBOK® must be fulfilled. Certificate holders will not be notified by the VZPM office.

## **6. COMPLAINTS**

Complaints against staff of the certification office and the assessors may be submitted in writing to the management of the certification office. Management will decide how to treat each case.

Complaints against certified persons relate to the performance of their obligations towards the VZPM. They may be made in writing to the certified person or to the management of the certification unit. Management will decide how to treat each case.

The VZPM is in no way liable for the work or conduct of persons it has certified. All certification processes are carried out with due care.