DIRECTOR OF CERTIFICATION

Major Responsibilities
• Develops, with help/guidance from the Vice President/Operations, certification course events and annual training/certification budget for submission to the chapter board.
• Provides a minimum of two certification training courses for the current year.
• Identifies accredited certification trainers for each certification course.
• Distributes and collects evaluation forms at the conclusion of training events and provides a report of the results to the chapter board.
• Maintains a record of certification courses and attendees, as retention of such is crucial when a certification holder in the chapter is audited and needs to verify his/her attendance.
• Shares feedback from trainers and/or exam candidates with ISACA for the purpose of enhancing future editions of the respective publications.

Knows and understands ISACA’s certifications and policies
• Maintains a thorough understanding of the most current job practices and releases of new job practices.
• Understands the material covered in the relevant certification candidates’ guide.
• Encourages questions about the certification programs at each chapter meeting.
• Contacts ISACA’s Customer Experience Team (https://support.isaca.org) when detailed answers to questions are required.

Assists candidates in preparing for the certification examination(s).
• Ensures a supply of exam registration materials is available at each chapter meeting.
• Understands the exam registration and scheduling processes.
• Understands the requirements and process to become certified.
• Assesses need for a formal exam preparation course(s) and understands the Accredited Training Program requirements.
• Acts as, or appoints, an exam preparation course trainer.
• Ensures exam preparation courses are conducted by accredited trainers.
  - Coordinates accreditation for new trainers. See the Credentialing page for more information.
  - Escalates any concerns regarding trainer accreditation status to ISACA.
• Maintains a library of exam preparation materials and resources, if the chapter so chooses.

Promotes ISACA’s CPE policy.
• Works with chapter program committee(s) to ensure programs and seminars meet certification requirements.
• Ensures attendance at educational activities is properly recorded and retained in accordance with ISACA’s CPE policy.
• Explains ISACA’s CPE policy to all certified individuals.
• Works with chapter president and membership director/committee to promote CPE credits as a benefit of serving as a chapter leader.
• Ensures letters or certificates are issued for educational offerings/opportunities. (Click here to determine how CPE hours are calculated.)
• Understands and communicates CPE self-reporting process and requirements for those who may attend training events outside ISACA.

Publicizes ISACA’s certification programs within and outside the chapter.
• Publishes articles about ISACA’s certification programs.
• Presents ISACA’s certifications to other (non-ISACA) organizations at the local level.
• Works with the VP/Operations to promote ISACA’s certifications and to advise individuals regarding upcoming certification training courses.

Assists exam passers with their application for certification and training accreditation (if applicable).

**Turnover Procedures**
When turning over the role to the new Director of Certification, the outgoing director should:
• Update certification review materials as deemed appropriate based on results of the review class;
• Schedule a meeting with the incoming Director (or to the chapter president, if a new Director has not yet been identified) and turn over all documentation, procedure manuals, software, inventory, etc.; and

**Reporting Responsibilities**
The Director of Certification reports to the chapter VP/Operations and is responsible to the chapter board and chapter membership.