

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.