

ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KENYA • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWAZILAND • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA • ZAMBIA • ZIMBABWE • ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KENYA • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA • ZAMBIA • ZIMBABWE • ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWAZILAND • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA • ZAMBIA • ZIMBABWE • ARGENTINA • AUSTRALIA



Certificate of the BCI (CBCI) Examination

Candidate Information Pack

(includes CBCI Online Examination)

Created by: BCI Education Team

Date: May 2015



www.thebci.org

Contents

About the Business Continuity Institute.....	3
CBCI Certification.....	4
What is the CBCI Credential?.....	4
Examination Overview.....	5
Studying for the Certificate of the BCI Examination.....	5
Preparing for the examination	5
The CBCI Online Examination	7
Scheduling your examination appointment.....	7
Substitutions.....	7
Examination appointment rescheduling and cancellation policy	7
"No-show" and cancellation fees	7
Ahead of the Examination	8
On the Exam Day	8
Prior to connecting for your exam	8
Connecting to your Proctor on the day of your exam.....	9
Questions, Comments and Exit survey.....	9
The Paper and Pencil Examination	9
After the Examination	9
Receiving exam results – CBCI Online exam.....	9
Receiving exam results – Paper and Pencil examination	10
Understanding your score	10
How the Passing Score Was Set.....	10
Retaking the online exam.....	10
CBCI Credential Maintenance Fee	10
Score dismissal	10
Reasons may include:	10
Revocation of the Certificate of the BCI (CBCI) credential.	11
Examination Appeals Policy.....	11
After the examination – auditing of eligibility.....	12
Disclaimer	12
Important Contact Information.....	12



About the Business Continuity Institute

The Business Continuity Institute (BCI) is the world's leading institute for business continuity.

Established in 1994, the BCI has established itself as the leading membership and certifying organization for Business Continuity (BC) professionals worldwide.

The BCI offers a wide range of resources for business professionals concerned with raising levels of resilience within their organization or considering a career in business continuity.

With circa 8,000 members in more than 100 countries worldwide, working in in an estimated 3,000 organizations in private, public and third sectors, the BCI truly is the world's leading institute for business continuity.

The BCI stands for excellence in the business continuity profession and its certified grades provide assurance of technical and professional competency in BC.

The BCI Partnership, through corporate membership, offers organizations the opportunity to work with the BCI to promote best practice in business continuity and to raise their corporate profile in the global BC arena. The BCI Corporate Partnership currently has approximately 120 Partners worldwide.

The BCI seeks to promote and facilitate the adoption of good business continuity practice worldwide by:

- Raising standards in business continuity
- Undertaking industry research
- Driving thought leadership in business continuity
- Facilitating the sharing of best practice in business continuity
- Training and certifying professionals
- Raising the value of the profession
- Developing the business case for business continuity

Please visit www.thebci.org for further information.

CBCI Certification

What is the CBCI Credential?

The BCI offers the Certificate of the BCI (CBCI). This entry-level of certified Membership of the BCI, can be achieved by studying for and passing the Certificate of the BCI (CBCI) Examination. This is ideal for professionals seeking a credential in business continuity (BC). Preparation to sit the exam can be done in the following ways:

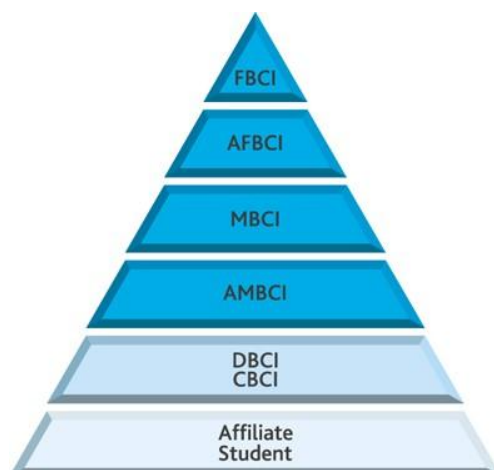
There are three ways to study for the examination:

1. Attend a classroom based 3-5 day training course. Please click [here](#) to find a course in your region. You can usually take a paper and pencil examination at the end of the course or you can book an online exam which can be taken easily and securely from a location and time to suit you.
2. Sign up for [CBCI Online Training](#), which is an online, interactive version of the BCI Good Practice Guidelines training course delivered over 8 weeks (4 hours per week). Following completion of the course you can take the CBCI Online Examination at a location and time to suit you. Save money by booking the CBCI Online Training and CBCI Online Examination together. Visit www.thebci.org or email education@thebci.org
3. Self-study using BCI resources which can be purchased through the [BCI Shop](#):
 - [BCI's eLearning Building Resilience](#) – 8 hours self-paced
 - [Mock CBCI Examination questions](#) - 50 questions to test your knowledge
 - [Good Practice Guidelines 2013](#) Download the pdf form the BCI website

The CBCI credential offers a wide range of value-added benefits.

- **Professional Competency:** The CBCI credential is an assurance that professionals have the full knowledge and understanding of the theory of global good practice BC. This theory is based on the Good Practice Guidelines (aligned to ISO 22301) the global guide to good practice in Business Continuity. It is also ideal for professionals who wish to begin or move into a career where they must demonstrate knowledge and understanding of good practice in BC.
- **Employer Recognition:** The CBCI credential is an internationally respected certification. This gives you a professional edge with employers around the world recognising the value of your credentials. Employers also have the added benefit of having certified practitioners which can help towards achieving alignment or certification to ISO 22301, or to demonstrate enhanced levels of resilience which can give them the edge over their competition or help them to meet industry regulations.
- **Classroom based instructor-led and online learning options:** The delivery of the classroom based and online certification training courses are provided by Approved BCI Instructors only, who are highly experienced practitioners themselves. Our online options allow you to spread out your learning to fit with your schedule, or to study at your pace.
- **Professional Status:** The CBCI is a certified grade of BCI membership which recognises your professional status. Upon passing the examination at the appropriate level, and subject to proof of professional experience, you will be entitled to progress to the grade of Member of the BCI (MBCI) or an Associate Member of the BCI (AMBCI). BCI Membership unlocks a whole suite of benefits that

help you advance in your career. See the membership levels in the pyramid below.



BCI Membership levels

Examination Overview

The 2 hour Certificate of the BCI (CBCI) examination is made up of 120 multiple choice questions. The concepts and topic areas of the examination were derived from an analysis study of the BCI's Good Practice Guidelines completed by BCI Subject Matter Experts (SMEs). Each question lists four possible answers, only one of which is the correct or "best possible answer." The examination is offered either in a pencil and paper format via BCI Licenced Training partners following an official BCI training course or online through the BCI's exam partners Testrac and BVirtual Inc.

The Certificate of the BCI (CBCI) Examination is entirely based on the BCI's Good Practice Guidelines (GPG).

Studying for the Certificate of the BCI Examination

Preparing for the examination

The essential reference source is the BCI's Good Practice Guidelines (GPG). Candidates need to understand the 6 professional practices of the Business Continuity Management (BCM) Lifecycle as described in the GPG; the examination is based entirely upon these practices.

Hard copies of the GPG can be [purchased from the BCI](#) website in the shop. If you are already a member of the BCI, you are entitled to a free digital download of the GPG 2013 as part of your membership benefits which can be accessed through the members' area of the website.

It is expected that an experienced BC professional will spend time revising the GPG to ensure thorough knowledge and understanding. We recommend at least 20 hours.



The subject matter addresses the six Professional Practices (PP) at Management and Technical Level that make up the BCM Lifecycle, including:

A guide to the percentage of the current examination allocated to each Professional Practice is outlined below:

Management Practices	
Module One (21%)	Policy and Programme Management (PP1)
Module Two (8%)	Embedding Business Continuity (PP2)
Technical Practices	
Module Three (17%)	Analysis (PP3)
Module Four (17%)	Design (PP4)
Module Five (19%)	Implementation (PP5)
Module Six (18%)	Validation (PP6)

The CBCI Online Examination

The CBCI Online Examination is proctored via webcam by the BCI's exam delivery partners BVirtual Inc.

Please note that the minimum technology requirements for taking your CBCI Online Examination with us are the following:

1. A well-working computer with 1 GB of RAM or higher.
2. A wired high-speed internet connection (3 Mbps). A wireless internet connection is not recommended.
3. Any webcam with 640x480 video pixel resolution (a laptop camera is acceptable).
4. Working speakers connected to the computer.
5. A microphone connected to the computer (consider a webcam with a built-in microphone).
6. Flash player version 7 or higher.
7. Browser compatibility: IE, Firefox, Chrome, Safari.

You will also need to show the proctor via the webcam your government issued photo identification to authenticate who you are. This can be a passport, a drivers licence etc.

You will be asked to rotate your webcam to show the proctor that you have no materials within view. Please ensure you are able to move your webcam or laptop and that your surrounding area is clear.

During the online examination, you will have the opportunity to review questions left unanswered, questions marked for review, or any questions on the examination. You may change answers when reviewing the test items. However, once the allotted testing time has expired, or you exit the examination, you cannot see or review those questions again.

Scheduling your examination appointment

Once you have completed payment for the examination through the BCI shop, you will be sent a purchase confirmation email and then a further email containing a link to the CBCI Online Examination website to schedule your exam.

Please note: Once your purchase is complete, you have 30 days to schedule your examination. (Administration fees will apply for any extensions to this window of time).

Substitutions

No substitutions may be made for the Certificate of the BCI (CBCI) Examination - only the person registering for the examination may sit for the examination.

Examination appointment rescheduling and cancellation policy

Appointments for the CBCI Online Examination can be rescheduled at any time via the CBCI Examination Online website at no extra cost.

"No-show" and cancellation fees

There is no charge for rescheduling your CBCI Online exam, you can reschedule any time up until the date and time of the exam. If you schedule your exam and are unable to take it at the time it is booked for, you are considered a 'no show'. The BCI are notified by BVirtual Inc that you have not taken your test as scheduled and will charge a 'no show' fee of USD100 / EUR100 / GBP70 administration fee, no refund or credit is given. You

will be able to reschedule your exam following payment of your administration fee.

Cancellations and "no-shows" will not be given a refund, nor credit (unless there is a documented medical emergency). Please contact education@thebci.org for further information.

Ahead of the Examination

Once you have received your email with the link to the site and your candidate log in details and in order to minimize any disruptions you may experience during your exam, it is recommended that you test your system prior to taking your exam. To configure your system before the exam, go to:

<http://bcixamslive.onlineproctornow.com/>

Click on #2 Test My System Now.

Please test your system no later than 4 hours prior to taking your exam.

On the Exam Day

Please follow the steps below at the time of your proctored exam:

Prior to connecting for your exam

1. Ensure you are in a quiet and secure location. We do not allow exams in public locations where others are within speaking distance or may be able to walk into the room, have access to your computer, or where you can become distracted while taking your exam. You must be in a room alone throughout the course of your exam.
2. We recommend that you reboot your computer if you have not already done so on the day of your exam. This will reduce technical issues.
3. Our proctors will ask that you rotate your webcam prior to beginning your exam. Please ensure your computer area contains only permitted items approved by your professor for the area. Any whiteboards or bulletin boards must be cleared, erased or covered. If they are to your back they are exempt from this rule. Any cell phones, tablets, or other communication or recording devices must be removed from the computer area.
4. Multiple Monitors. Only one screen may be active during your exam session. If you use more than one monitor, they need to be disconnected and turned facing away from you. Please check your screen resolution settings that they are not set to an extended displays setting.
5. Please ensure that all applications are closed and logged out with the exception of the browser being utilized to access the Proctor. This includes Email, chat programs, and webcams (webcams will not open in our program if it is already open in another computer program).
6. All Remote Software applications and virtual machines should be removed as a running process. This refers to programs that would allow for your session to be viewed, controlled, or recorded remotely by another party or computer (VNC software, Virtual Machines, TeamViewer, etc.)
7. Please ensure you are not set up for automatic software updates as this could cause your computer to restart during your exam, causing the exam session to be invalid.
8. Photo Identification: You will be required to show a government issued photo ID to the proctor via webcam. (Driver's license or passport).

Connecting to your Proctor on the day of your exam

1. Please start connecting to your proctor 5 minutes prior to your scheduled exam.

Click on or cut & paste the following URL into your web browser: <http://bcixamslive.onlineproctornow.com/>

2. Click on #3, Start Your Exam
3. Once you reach our remote access landing page, please choose the proctor you reserved your appointment with.
4. You will be instructed to click "run" on two small applets in order for us to provide online proctoring of your exam. Please choose "run" in both cases. Please note it may take up to 45 seconds to connect to your Proctor. Once connected, your Proctor will instruct you on the next steps to begin your exam.

Questions, Comments and Exit survey

At the end of the online examination, an optional survey is available regarding the testing experience. Candidates will have the opportunity to comment on individual questions. Candidates who submit comments on items will not receive a direct response of their posted concern. However, we can assure candidates that each submittal is collected and reviewed for research and documentation purposes.

The Paper and Pencil Examination

For students opting to take BCI CBCI classroom based training courses offered by BCI Training Partners there may be the opportunity to sit a paper and pencil examination rather than an online examination at the end of the training course.

These examinations are usually booked through the Training Partner at the time of booking your training course. Please contact education@thebci.org if you are unsure whether this is the case

These examinations are not proctored by the Instructor who has delivered the training. The appointed Proctor must ensure the test is administered under exam conditions and no material, other than the exam paper and scoring sheet, is permitted into the exam area.

Candidates who feel these strict guidelines may have been breached should advise the BCI immediately to ensure the integrity of their results.

After the Examination

Receiving exam results – CBCI Online exam

At the end of the online examination all candidates will receive immediate feedback on their results. These results cannot be considered final until they have been verified by the BCI following an exam status report from BVirtual Inc. If, for example, the virtual proctor believes the integrity of the examination has been compromised they have the right to terminate the examination before the end of the 2 hours or report their concerns to the BCI who has the final decision on whether the results stand or not. Final verified results should be with candidates within 2 weeks.

Candidates who have not received notification of their verified result from the BCI within 4 weeks of the exam should contact education@thebci.org

Receiving exam results – Paper and Pencil examination

At the end of the paper and pencil examination all papers will be collected by the Proctor and returned to the BCI for marking. Candidates should expect to receive their results within 2 weeks of their exam date.

Candidates who are successful in the examination will receive their Certificate of the BCI (CBCI) directly from the BCI within 4 to six weeks of examination results becoming available. Those candidates who are already BCI members will have their results assigned to their membership records.

Understanding your score

The result the candidates receive indicates whether they have Passed, Passed with Merit or Failed the exam.

A score of between 70% and 84% is needed to Pass and between 85% and 100% to Pass with Merit.

How the Passing Score Was Set

Passing scores were determined through a passing point study, using the modified - Angoff method carried out by the BCI. The Angoff method is a commonly used criterion referenced passing point technique in the credentialing industry.

Retaking the online exam

Candidates who fail the exam can retake the exam after 30 days have elapsed from the first attempt date. There is a £160, \$250, 220 Euro charge for any subsequent attempts.

CBCI Credential Maintenance Fee

Candidates who pass the Certificate of the BCI (CBCI) Examination but who are not eligible or choose not to progress to a higher grade of Membership will automatically become a certified member of the BCI for as long as the CBCI credential is valid – up to a maximum of 3 years. During this time access to the range of membership benefits is granted and an annual maintenance fee of £120/\$192.00/Euro 142 per annum (as at May 2015 – visit <http://www.bcifiles.com/latestfees.pdf> for latest fees) will be due. At the end of the 3 year period you will be required to re-sit the Certificate of the BCI (CBCI) Examination to maintain your CBCI membership credential.

Score dismissal

On rare occasions, circumstances may render examination scores invalid. The BCI reserves the right to cancel or withhold scores if there is adequate reason to question the validity of the scores.

Reasons may include:

A candidate who does not have positive identification; uses unauthorized notes, books or papers; is suspected of giving or receiving help; removes notes from the examination room; or who does not follow the testing procedures. In such circumstances, candidates will be expected to cooperate in an investigation of their scores. Unlike cases of individual candidate misconduct, occasionally testing irregularities occur that affect a group of test takers. Such problems include, without limitation, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as, other disruptions of test administrations (e.g. natural disasters and other

emergencies).

When group testing irregularities occur, the BCI in partnership with BVirtual Inc and Testrac will conduct an investigation. Based on the information, the BCI may decide not to score the test or to cancel the test score.

When it is appropriate to do so, the BCI will arrange to give affected test takers the opportunity to take the test again as soon as possible, without charge.

Affected test takers will be notified of the reasons for the cancellation and their options for retaking the test. The appeal process does not apply to group testing irregularities.

Revocation of the Certificate of the BCI (CBCI) credential.

The BCI has the right to revoke any Certificate of the BCI if the candidate is found to have engaged in any of the following:

- Misrepresentation with the intent to deceive in the application process
- Divulging examination content
- False representation (either misrepresenting yourself or attempting to take the examination for someone else)
- Fraud in the certification renewal process
- Cheating on the certification examination

Examination Appeals Policy

It is the policy of BCI that each examination candidate shall have the ability to challenge a failing score if a candidate feels there was an error in electronic scoring.

The fee for processing this challenge is typically £50/\$75.00/Euro 70 or equivalent, payable to the BCI at the time of the submission of the challenge. No challenge will be processed without the fee.

Upon receipt of a request for a rescore or hand score, the candidate's computerized test record is pulled from the examination file. First it is visually reviewed for any obvious irregularities that may have affected the initial scoring. Then it is rescored on the computer. That rescore is compared to the score initially reported to the candidate to verify that the initial score was accurately downloaded and reported. Lastly, the candidate's record is manually compared against a master key.

If the outcome of the rescore is the granting of a "Pass" or "Pass with Merit" then the fee will be refunded to the candidate. If the candidate is still deemed to have failed and he/she is not satisfied with the response from the BCI, he or she may submit a written statement of exactly what they are challenging and their supporting rationale for the challenge. This will be submitted to the Chief Examiner for a final decision.

Candidates who are denied eligibility to take the examination for reasons other than failure to provide adequate ID, or feel there is some other basis for appeal, should submit a detailed and comprehensive explanation of the rationale for the appeal in writing to the BCI, no later than seven (7) days after the date of the score notification. No appeals will be processed without the fee. The BCI Chief Examiner will review the appeal documentation and will notify the candidate of their decision within 90 days.

The decision of the BCI Chief Examiner is final. If it is determined that the candidate was wrongly denied admission to the exam, the candidate will be permitted to immediately make an appointment to retake the exam.

After the examination – auditing of eligibility

For those successful candidates who pass the examination and wish to proceed to the higher level of **AMBCI** it is the BCI's policy to undertake an audit of between 5 and 10 percent of all applicants for confirmation of eligibility. These audits will include taking references, contacting employers and educational establishments.

Successful candidates who wish to proceed to **MBCI** will have references taken up and academic achievements verified. MBCI applicants will also need to submit a further application form for scored assessment to demonstrate practical application of their knowledge. The scored assessment process may take up to an additional 8 weeks before MBCI can be awarded.

Disclaimer

Passing the Certificate of the BCI (CBCI) Examination demonstrates currency of knowledge in good BC practice as described in the Good Practice Guidelines (GPG).

It has never been the purpose of the Business Continuity Institute to define the requirements for the Certificate of the Business Continuity Institute (CBCI) credential does not confer any academic degree, legal qualifications, guarantee of experience or performance, privilege or licence to practise business continuity.

Important Contact Information

BCI Central Office

10 – 11 Southview Park

Marsack Street

Caversham

Berkshire

RG4 5AF

UK

Tel: +44 (0) 118 947 8215

Email: education@thebci.org

ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KENYA • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWAZILAND • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA • ZAMBIA • ZIMBABWE • ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KENYA • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWAZILAND • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA • ZAMBIA • ZIMBABWE • ALGERIA • ARGENTINA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHAMAS • BAHRAIN • BANGLADESH • BARBADOS • BELGIUM • BERMUDA • BOSNIA AND HERZEGOVINA • BOTSWANA • BRAZIL • BRUNEI DARUSSALAM • BULGARIA • CAMEROON • CANADA • CAPE VERDE • CAYMAN ISLANDS • CHILE • CHINA • COLOMBIA • COSTA RICA • CROATIA • CYPRUS • CZECH REPUBLIC • DENMARK • DOMINICAN REPUBLIC • ECUADOR • EGYPT ARAB REP • ESTONIA • FINLAND • FRANCE • GERMANY • GHANA • GREECE • HAITI • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • ISRAEL • ITALY • JAMAICA • JAPAN • JORDAN • KAZAKHSTAN • KENYA • KOREA REP • KOSOVO • KUWAIT • LATVIA • LEBANON • LUXEMBOURG • MALAWI • MALAYSIA • MALTA • MAURITIUS • MEXICO • MOZAMBIQUE • NETHERLANDS • NEW ZEALAND • NIGERIA • NORWAY • OMAN • PAKISTAN • PANAMA • PAPER NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • PUERTO RICO • QATAR • REPUBLIC OF IRELAND • ROMANIA • RUSSIAN FEDERATION • SAUDI ARABIA • SERBIA AND MONTENEGRO • SEYCHELLES • SINGAPORE • SLOVAK REPUBLIC • SLOVENIA • SOUTH AFRICA • SPAIN • SRI LANKA • SUDAN • SWAZILAND • SWEDEN • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • TANZANIA • THAILAND • TRINIDAD AND TOBAGO • TUNISIA • TURKEY • UGANDA • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • UZBEKISTAN • VENEZUELA • RB WEST BANK AND GAZA



The Business Continuity Institute

10-11 Southview Park
 Marsack Street
 Caversham, Reading
 Berks RG4 5AF, UK
 +44 (0) 118-947 8215

bci@thebci.org
www.thebci.org

