



<b>Title</b>	<b>ISP-2004: Industrial Security Professional Certification Program Manual</b>
<b>Version</b>	<b>3.5</b>
<b>Owner</b>	<b>ISP® Certification Committee</b>

# **Industrial Security Professional Certification Program**

***ISP® Certification Program Manual***

**NCMS, Inc.**

***The Society of Industrial Security Professionals***

<b>Approved By:</b>	<b>ISP® Certification Committee</b>
<b>Effective Date:</b>	<b>April 2024</b>
<b>Distribution:</b>	<b>External</b>
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<sup>2</sup> Section added 3/12

## I. GENERAL

### A. Introduction

NCMS created the Industrial Security Professional (ISP®) Certification because the Society saw a need to focus specifically on the needs of the Industrial Security Professional, including their government counterparts. Other existing security-related professional certifications are not specific enough to target the industrial security specialist who must follow the National Industrial Security Program Operating Manual (NISPOM) and related government security requirements relative to the protection of government classified information.

The ISP® provides a recognized and reliable indication of knowledge, competency, and experience of an Industrial Security Professional to apply Industrial Security program management concepts, principles, and practices. The ISP® is recognized as the standard of excellence for Industrial Security Professionals. The ISP® was accredited by the ANSI National Accreditation Board (ANAB) from September 2013 to March 2024<sup>34</sup>

### B. Goals

1. Improve professionalism within industry and government security.
2. Enhance the recognition of experienced industry and government security professionals.
3. Increase the recognition of NCMS as the premier security organization.

### C. Purpose

The purpose of the ISP® certification program is two-fold:

1. Provide recognition of the professional training and qualifications of experienced practitioners of industrial and government security.<sup>5</sup>
2. Provide guidelines for maintaining up-to-date knowledge within the profession.

### D. Definitions (in the context of a certification)<sup>6</sup>

1. Fair: Designed so that every applicant has and follows the same opportunity, rules, exam, and standards.
2. Impartial: Designed so that no outside or inside forces can skew the certification program in any fashion, particularly by granting favors to a particular person or group.
3. Reliable: Designed so that the examination questions are accurate and the results are repeatable in a statistically verifiable manner.
4. Relevant: Designed so that the examination questions are pertinent to the certification field; in this case an industrial security professional or cleared cyber security professional<sup>7</sup> with at least 2 years of relevant experience.

### E. Eligibility

1. Candidates must have at least two years' cumulative experience in the industrial security field. NOTE: Military or police experience alone does not qualify; such service must include substantial industrial security experience within these professions to qualify for the five-year experience requirement. Each case will be determined based upon its merits. Final determinations will be made by the ISP® Certification Committee.

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<sup>4</sup> Added 09/18 to comply with standard.

<sup>5</sup> Updated to remove "FSO-specific" reference; 04/20

<sup>6</sup> Section added 01/15 to comply with standard.

<sup>7</sup> Updated to remove "FSO-specific" reference; 04/20

2. Candidates must be working in industrial security at least part-time as part of their job description (a minimum of 10% of their total workload) in order for the experience to qualify.<sup>8</sup>
3. Candidates do not need to be currently working in industrial security to apply for the exam as long as their work history satisfies the five-year minimum requirement.<sup>9</sup>

F. Certification Requirements<sup>10</sup>

1. Candidates must provide a written recommendation from their supervisor. If a candidate does not have a supervisor, a member of the NCMS Board of Directors or an ISP® in good standing may provide a recommendation.<sup>11</sup>
2. Candidates must sign and submit a Candidate Confidentiality & Conflict of Interest (CCOI) agreement with their application. A candidate's responsibility to abide by all terms of the CCOI does not expire regardless of exam results.
3. Candidates must attain a minimum score of 70% on the ISP® Certification Examination.<sup>12</sup>
4. Candidates who score 70% or more on the exam must sign and return a CCOI for ISP®s before their certification is finalized. An ISP®'s responsibility to abide by all terms of the CCOI does not expire even if the certification lapses.

G. Examination Focus and Regulatory Basis

The examination focus is for security professionals who act as Facility Security Officers, or an equivalent, for facilities that protect classified government information and material. The technical basis of the examination is the NISPOM and the requirements of related government security programs.

H. Examination Composition and Administration<sup>13</sup>

1. The ISP® Certification examination comprises 110 base questions covering eleven areas of Industrial Security Management (Security Administration, Document Security, Information Systems Security, Physical Security, Personnel Security, International Security, Classification, Security Education, Audits and Self-Assessments, Special Security Information, and NISP Systems<sup>14</sup>). The examination is administered utilizing Prometric's global network of test centers and is "open book", with approved resource documents available to candidates via a split screen during the exam. (*Note: Documents are approved by the committee*).<sup>15</sup>
2. The rationale for using an open book examination is to replicate the office environment where references are available and to encourage referencing current documents to ensure the enforcement of the current requirements. This method of examination thus discourages the improper use of "memory" and "experience" and emphasizes referring to the correct requirement documents because requirements change frequently.<sup>16</sup>
3. The examination is two hours long and is designed so that the candidate will have time to look up some, but not most, questions.

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<sup>8</sup> Clarification added; 11/15

<sup>9</sup> Eligibility changed per Board vote; 04/15

<sup>10</sup> Revised to include candidate CCOI requirement; 09/19

<sup>11</sup> Changed to allow an ISP to write recommendation per Board vote; 04/15

<sup>12</sup> Pass score changed with introduction of new exam; 09/22

<sup>13</sup> All references to hard copy exams removed per ISP® Committee 8/12; elective categories removed 04/20

<sup>14</sup> Exam section added; 04/21; Renamed 09/22

<sup>15</sup> Updated to reflect move to Prometric test centers; 12/18

<sup>16</sup> Clarified by ISP® Committee; 9/13

4. The candidate may **not** consult with other individuals during the examination, nor may they use on-line resources.
5. Candidates may not write down questions and remove them from the examination room. Any form of data mining/harvesting such as memorizing questions to give to others is forbidden.<sup>17</sup>
6. References are listed on the ISP® website (<https://ncms-isp.org>).
7. The examination is available to approved candidates only and accessibility is dependent upon availability at the individual test centers. Candidates schedule their test date and time directly with Prometric.<sup>18</sup>
8. The Executive Director administers the ISP® Certification Program. Details are in the responsibilities section of this policy.
9. The designated ISP® Certification Committee Co-Chair approves all applications and final examination results.

#### I. Special Accommodations<sup>19</sup>

1. ISP® Certification candidates may request special consideration or accommodation by writing to the Executive Director, who will forward the request to the designated ISP® Certification Committee Co-Chair for resolution. All requests for special consideration must include the specific condition that requires the accommodation and a written doctor's verification of the condition creating the need for accommodation.<sup>20</sup> NCMS reserves the right to request additional documentation and/or verification if deemed necessary.
2. Accommodations such as extra space for a wheelchair, large print examination, and extra time to complete the examination due to visual impairment may be made if the need is documented by the candidate with written verification by appropriate medical professional(s) as necessary.<sup>21</sup> *NCMS reserves the right to charge candidate for any additional costs due to accommodations.*<sup>22</sup>
3. All personal information furnished by the candidate and/or medical personnel shall be protected in accordance with NCMS' policy and practices regarding confidentiality (see subsection U in this section).<sup>23</sup>
4. If a candidate has a request for accommodation for the examination, then the ISP® Certification Committee Co-Chair will determine what, if any, accommodations will be made. As a general rule all candidates must comply with the requirements of the certification, answer the same number of examination questions, and meet the same minimum score. The key is to balance the legitimate needs for accommodation of the candidate with maintaining standards, fairness, and consistency of the certification and examination.
5. Upon approval of request, Executive Director shall amend the candidate's eligibility record with Prometric so they can prepare accordingly for the candidate's test session.
6. If a request is not approved, candidate shall have the option to appeal (see "Appeals & Complaints Process").<sup>24</sup>

#### J. Proctors<sup>25</sup>

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<sup>17</sup> Added by ISP® Committee; 8/12

<sup>18</sup> Updated to reflect move to Prometric test centers; 12/18

<sup>19</sup> Revised by ISP® Committee; 2/12

<sup>20</sup> Clarified by ISP® Committee; 8/12

<sup>21</sup> Revised by ISP® Committee; 02/18

<sup>22</sup> Added by 59<sup>th</sup> Board; 01/23

<sup>23</sup> Added to address confidentiality; 12/18

<sup>24</sup> Added to include the appeal provision; 12/18

<sup>25</sup> Sub-section Title changed per ISP® Committee; 8/12

Effective September 2018, exams sessions moved to Prometric's global network of test centers, thus eliminating the need for NCMS-approved proctors for individual exam sessions. However, NCMS reserves the right to administer a group exam session at any time, utilizing multiple proctors pre-approved from the ISP® community, if it so chooses.<sup>26</sup>

K. Re-testing and Exam Retakes<sup>27</sup>

There are two categories of re-testing: re-test and retake by exception. A re-test occurs when the candidate fails the examination and takes it again after fulfilling the designated wait period. A retake by exception applies when there is a problem that prohibits the candidate from completing the examination (i.e., losing internet connectivity), or a situation arises that compromises the examination environment (i.e., a facility evacuation). Retakes by exception are reviewed on a case-by-case basis and are limited to only validated and approved anomalies beyond the control of the candidate or test center.

1. The following details apply to retake by exception:<sup>28</sup>

- a) It is Prometric policy to get the test site back up and operational as soon as possible in the event of an anomaly. However, if it determines that a candidate is unable to complete the test due to circumstances beyond their control, a Center Problem Report (CPR) will be filed and sent to the Executive Director. Prometric will provide candidate with a Candidate Care card and told they will be contacted for a reschedule at no additional charge if approved by NCMS.
- b) Once the CPR is received, the Executive Director will forward to the designated ISP® Certification Committee Co-Chair no later than the next business day for review.
- c) The designated Co-Chair will initiate a review to validate details and determine if approval of the retake is appropriate.
- d) The designated Co-Chair will advise the Executive Director of approval/non-approval status no later than two business days following receipt of the request. If not approved, standard re-test procedures apply. The Executive Director will advise the candidate of approval/non-approval status within one business day of receiving the decision from the designated Co-Chair.
- e) If approved, the Executive Director will notify Prometric, who will then contact the candidate to determine the earliest availability to retake the examination. If the candidate fails the retake, standard re-test procedures apply.
- f) MMCo will retain comprehensive records of all retakes by exception requests.

2. The following details apply to the re-test.

- a) Candidates who fail the ISP® Certification examination may re-test after a period of 30 days, with a maximum number of four attempts in any 12-month period.<sup>29</sup>
- b) Candidates must re-apply on-line at any time during or following the waiting period. Collateral materials are not required to be resubmitted unless job experience and/or the supervisor has changed, or if the approval date for the original exam application was more than twelve months ago.<sup>30</sup> In either case, new materials will need to be submitted.

L. Cost<sup>31</sup>

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<sup>26</sup> Revised to document discontinuation of proctors with move to Prometric test centers; 12/18

<sup>27</sup> Clarification of "retake" vs. "retest" and processes for "retake" added by ISP® Committee 1/14

<sup>28</sup> Retake policy updated to include specific timelines; 08/17. Updated to reflect policy with Prometric Test Centers; 12/18

<sup>29</sup> Retake policy changed; 09/22

<sup>30</sup> Clarification made on submission of new materials; 1/15

<sup>31</sup> Costs revised 3/14 to reflect price increases.

1. Cost of the ISP® examination is \$275 for NCMS members.
2. Cost of the ISP® examination is \$400 for non-NCMS members.
3. Cost of a re-test is \$140 for NCMS members.
4. Cost of a re-test is \$200 for non-NCMS members.

M. History<sup>32</sup>

The ISP® Certification Program was developed during 2001 through 2004 and became an official NCMS program in June 2004. The ISP® Certification Program was accredited by ANAB on 24 September 2013 with the accreditation subsequently discontinued in 2024.

N. NCMS Training<sup>33</sup>

NCMS training is developed and controlled by the NCMS Education & Training Committee, which is separate from the ISP® Certification Committee. All NCMS training is for professional development, not specifically to pass the ISP® Certification Examination. The Exam Preparation Program (EPP) is overseen by this committee. See section XI for details of this program.

O. Firewall Between Training and ISP® Certification Program<sup>34</sup>

The program requires that safeguards be in place to ensure that EPP facilitators and participants do not have access to the ISP® examination questions, including any beta testing. Additional safeguards are also required to ensure that committee members who are responsible for generating and maintaining ISP® examination questions are not involved in the EPP, in mentoring any potential candidates, or in any beta testing of exam questions. ISP® Certification Committee leadership maintains a roster of EPP Facilitators and the Exam Questions Subcommittee members and the restrictions on participation for each to ensure this firewall is enforced. Volunteers are permitted to participate in the EPP and ISP® subcommittees other than the Exam Questions Subcommittee. Finally, all training must be kept separate from the ISP® Certification Program.

P. Document Control

Proper document control of all ISP® documents is maintained at all times following the ISP® Document Control Policy.

Q. Accreditation History

1. The ISP® Certification Program was first accredited by ANAB on 24 September 2013 with accreditation subsequently discontinued in 2024.<sup>35 36</sup>
2. .

R. ISP® Quality Assurance (QA)<sup>37</sup> Committee

1. The ISP® QA Committee is a committee authorized by the NCMS Policies and Procedures Manual, Section III, C.
2. The Chair of the ISP® QA Committee is tasked with working closely with the ISP® Certification Committee Co-Chairs to ensure that the ISP® Certification Program remains in compliance with established requirements.

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<sup>32</sup> Section added per ISP® Committee; 8/12

<sup>33</sup> Section added per ISP® Committee; 8/12

<sup>34</sup> Section added per ISP® Committee; 8/12. Additional clarification regarding firewall added; 12/20

<sup>35</sup> 03/24 Accreditation history removed.

<sup>37</sup> 03/24 Committee name changed from "Accreditation Committee" to "Quality Assurance (QA) Committee"



S. Impartiality<sup>38</sup>

The ISP® Certification Program is dedicated to being completely impartial regarding candidate eligibility, as well as the examination, awarding of certifications, and recertification processes.

T. Confidentiality<sup>39</sup>

NCMS shall hold all personally identifiable information (PII), business information, and other such information about candidates and ISP®s in confidence and shall not disclose or publish any such information without prior written approval by the individual or affected party.

In the event that NCMS becomes legally compelled (or if requested by an applicable regulatory body) to release any information of an individual that was obtained through participation of the ISP® certification program, NCMS will provide the individual with prompt written notice, unless providing such notice would violate applicable law or regulation, so that the individual may seek a protective order or other appropriate remedy if desired. In the event that such a protective order or other remedy is not obtained, NCMS will furnish only that portion of the information which is legally required (in the opinion of its legal counsel).

## II. RESPONSIBILITIES

A. Board of Directors

1. Under the direction of the President, oversees the ISP® Certification Program, using the ISP® Certification Co-Chairs<sup>40</sup> as the points of contact.
2. Provides budget support and oversight.
3. Reviews the program at least annually to ensure that it remains up-to-date, relevant, and impartial organizationally and operationally.<sup>41</sup>
4. Approves major changes to the program, program budget, new standards, and new certifications.
5. Agrees to abide by all terms of the Board CCOI agreement, which is signed and submitted at the beginning of the initial board term and/or appointment.<sup>42</sup> A board member's responsibility to abide by all terms of the agreement does not expire even after the end of the term.<sup>43</sup>

B. ISP® Certification Committee Co-Chairs<sup>44</sup>

Note: At the beginning of each board year, the co-chairs shall determine a beneficial assignment of duties that will effectively support the ISP® leadership committee and program. The co-chairs shall convey assignments to the Executive Director, the NCMS Board, and the ISP® Certification Subcommittees no later than the fall board meeting.

1. Oversee and work with the Executive Director on the daily administration of the ISP® Certification Program.

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<sup>38</sup> Added per ISP® Committee to address ANSI standard; 5/14

<sup>39</sup> Added per ISP® Committee to address ANSI standard 7.3.4; 9/18

<sup>40</sup> "Co-chairs" added to reflect change in committee structure; 09/18

<sup>41</sup> Added by committee to address ANSI standard; 05/14

<sup>42</sup> Requirement updated to reflect current practice; 04/21

<sup>43</sup> Revised to include reference to required board CCOI agreement; 09/19

<sup>44</sup> Updated to reflect change in committee structure and assignments; 09/18

2. Approve recommendations for eligibility of applicants/candidates.<sup>45</sup>
3. Approve final examination results and awarding of the ISP® Certification.<sup>46</sup>
4. Approve final examination results for candidates who fail the exam.<sup>47</sup>
5. Perform all ISP® oversight duties outlined in the NCMS P&P Manual.
6. Ensure that the ISP® Certification Program is maintained in an up-to-date, relevant, and professional status, which includes an annual review of the ISP® program, examination questions, and examination results; and a new Job Analysis (JA) every five years or upon publication of a new NISPOM, whichever comes first. Details of how this is accomplished are in the Examination Construction, Maintenance, and Administration Policy.<sup>48</sup>
7. Report to the Board of Directors the status of the ISP® Certification Program quarterly, to include recommended changes to the program at least annually.
8. Recommend to the Board for approval any changes to standards or program, budget, and new certifications.
9. Oversee and approve annual self-assessments of the ISP® Certification Program. These approvals must be in writing.<sup>49</sup>
10. Oversee and approve all corrective action plans, continuous improvement activities, and quality improvement initiatives; verifies completion of all corrective actions; keeps records of these activities; and keeps the Board of Directors informed.
11. Cooperate with the ISP® QA Committee as needed.
12. Ensure that all ISP® Candidates, ISP®s, ISP® Committee members, ISP® QA Committee members<sup>50</sup>, Board members, and contractors sign the appropriate Confidentiality and Conflict of Interest Statement.
13. Monitor the work of all contractors supporting the ISP® Certification Program.
14. Conduct quarterly<sup>51</sup> ISP® Certification Committee meetings and ensure that notes are taken and filed with the Executive Director.
15. Publicize any changes to the ISP® Program through all available means, including Chapter Chair Liaison, **Bulletin**, ISP® Webpage, ISP® Community, and Annual Training Seminar.
16. Ensure that all rules and standards are enforced, to include maintenance of required records.<sup>52</sup>
17. Ensure that ISP® Co-Chairs are properly trained by their predecessors to perform any tasks assigned to them.
18. Work with Executive Director and examination contractor to ensure that examination questions are not being “harvested.” This includes using internet programs to determine if inappropriate internet activity is indicating the compromise of examination questions.<sup>53</sup>
19. Conduct all inquiries/investigations into any security compromises or attempts to violate impartiality and fairness of the program.<sup>54</sup>
20. Ensure that the ISP® Certification Program is completely impartial in all of its actions, and that organizational impartiality is maintained.<sup>55</sup>
21. Report any attempts to circumvent policies and procedures or to unduly influence or corrupt the process to the BoD President.<sup>56</sup>

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<sup>45</sup> Effective January 2011

<sup>46</sup> Effective January 2011

<sup>47</sup> Effective May 2012

<sup>48</sup> Added by ISP® Committee; 2/12

<sup>49</sup> Added by ISP® Committee; 8/12

<sup>50</sup> Added requirement for **Accreditation Committee**; 07/18

<sup>51</sup> Revised by ISP® Committee; 05/17

<sup>52</sup> Revised by ISP® Committee; 2/12

<sup>53</sup> Added by ISP® Committee; 8/12

<sup>54</sup> Added by ISP® Committee for clarification; 12/13; additional clarification 05/14

<sup>55</sup> Added by ISP® Committee to address ANSI standard; 05/14

<sup>56</sup> Added by ISP® Committee to address ANSI standard; 05/14

C. Executive Director<sup>57</sup>

1. Works closely with the ISP® Certification Committee to ensure the program is properly administered.
2. Follows the ISP® Certification Program Manual.
3. Maintains the official ISP® Certification files, documents, and records. (See paragraph IV B for details.)
4. Responsible for Document Control, which includes version control.
5. Reviews applications, verifies the validity of information, and recommends eligibility to take the ISP® Examination.<sup>58</sup>
6. Contacts candidates directly if applications are incomplete and maintains applications in a pending file until material is received.
7. Reviews candidate examination results and recommends granting of ISP® Certification for those who have a passing grade.<sup>59</sup> All test results are forwarded to the designated ISP® Co-Chair for concurrence.<sup>60</sup>
8. Provides notices for recertification.
9. Supervises the contractor providing IT support for the on-line ISP® examination.
10. Provides proper security of all ISP® files, records, examinations, seals, ISP® pins,<sup>61</sup> and certificates.
11. Receives and reviews recertification applications, verifies the validity of information, and recommends eligibility for recertification.<sup>62</sup>
12. Consults with the designated ISP® Certification Committee Co-Chair regarding any questions on an applicant's eligibility to take the examination or whether or not claimed recertification CEU credits are acceptable.
13. Maintains the on-line test (vendor: Prometric), to include updating the test question bank, managing eligibility codes, and providing reports as necessary.
14. Maintains master test bank, using a contract Test Writer/Editor as needed.<sup>63</sup>
15. Removes expired ISP®s from on-line list.
16. Trains and monitors the performance of all MMCO staff involved with the ISP® Certification Program.
17. Maintains proper records of the qualifications and training of all MMCO and NCMS members involved with the ISP® Certification Program.
18. Performs annual reviews and self-assessment of MMCO policies and performance related to the ISP® Certification Program.
19. Ensures that the administration of the ISP® Certification Program is performed in an impartial and fair manner by consistently enforcing all policies and procedures.<sup>64</sup>
20. Reports any attempts to circumvent policies and procedures or to unduly influence or corrupt the process to the ISP® Certification and QA Committee Chairs/Co-Chairs.<sup>64</sup>
21. Attends committee telecom meetings as needed.<sup>64</sup>

D. ISP® QA Committee Chair

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<sup>57</sup> Revised by ISP® Committee; 2/12

<sup>58</sup> Revised 1/11 to include eligibility recommendation

<sup>59</sup> Revised 1/11 to include eligibility recommendation.

<sup>60</sup> Effective May 2012

<sup>61</sup> Revised 8/12 to include seals and pins

<sup>62</sup> Revised 1/11 to include eligibility recommendation

<sup>63</sup> Clarified 8/12

<sup>64</sup> Added by ISP® Committee to address ANSI standard; 05/14

1. Coordinates with the ISP® Committee Co-Chairs and Executive Director to ensure the ISP® Certification Program maintains certification status.
2. Reports to the Board of Directors quarterly regarding the status of quality assurance standards and compliance.

E. ISP® Recipients<sup>65</sup>

1. Comply with the NCMS and ISP® Codes of Ethics (in P&P Manual and ISP® Manual, Section VI respectively).
2. Maintain certification every three years following established requirements in Section VII.
3. Maintain confidentiality of any sensitive or private information related to the program.
4. Fully disclose any real or potential conflicts of interest in accordance with policy.
5. Refrain from making any misrepresentations or claims regarding certification outside the scope for which the certification has been granted.
6. Refrain from altering the ISP® certificate or using it any such manner as to misrepresent the individual and his/her qualifications as an ISP®.
7. Report to NCMS HQ when the individual is no longer able to meet the requirements of being an ISP®.
8. Report to NCMS HQ when the individual completely retires from performing industrial security.

### III. APPLICATION

The application is only available on-line and can be viewed from the ISP® website ([ncms-isp.org](http://ncms-isp.org)).<sup>66</sup>

### IV. CERTIFICATION

A. Decision

The decision to certify a candidate for the ISP® is made by the designated ISP® Certification Committee Co-Chair based upon the recommendation of the Executive Director, whose input is based upon the candidate passing the on-line examination and having completed all administrative requirements.<sup>67</sup>

B. Records

The Executive Director will keep records of all certifications, re-certifications, and examination results in accordance with NCMS' record retention policy.

1. Certifications.
  - a) Names of ISP® with dates of certification
  - b) Copies of applications
2. Re-certifications
  - a) List of ISP®s with dates of recertification and appropriate notices
  - b) Copies of applications
  - c) Names of re-certified ISP® with dates of re-certification
3. Examinations

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<sup>65</sup> Added 4/14 to address ANSI standard. Updated 9/18 to comply with standard.

<sup>66</sup> Revised to remove hard copy application reference; 01/15

<sup>67</sup> Revised to remove hard copy exam reference; 8/12

- a) Copies of applications
- b) Copies of examination results, to include names, scores, and average scores
- c) Copies of examination analysis

## V. **ISP® CERTIFICATION COMMITTEE ORGANIZATION**<sup>68</sup>

### A. General.

1. The ISP® Certification Committee is composed of an Executive Committee and Subcommittees. Although the Examination Preparation Program (EPP) is not part of the ISP® Certification Committee, it is listed on the ISP® website in order to maintain a cohesive order for ISP® candidates.
2. All committee members other than the co-chairs may be volunteers, from within or outside of NCMS, who are current ISP®s.
3. All committee members are required to sign and submit an ISP® Committee CCOI at the beginning of their term of service. This CCOI will be in force for the duration of their term. If they leave and return, they will need to complete a new CCOI, although a committee member's responsibility to abide by all terms of the agreement does not expire even after the end of the term.<sup>69</sup>
4. The ISP® Co-Chairs approve all recommendations from the subcommittees. See "Responsibilities" (P&P Manual, Section II, paragraph B, # 11) for details of the ISP® Co-Chair duties.
5. Subcommittee Chairs will keep the ISP® Co-Chairs apprised of their activities and submit recommendations to the ISP® Co-Chairs.

### B. ISP® Certification Executive Committee<sup>70</sup>

ISP® Certification Executive Committee consists of the ISP® Certification Committee Co-Chairs, Certification Subcommittee Chair & Vice Chair, Exam Questions Subcommittee Chair & Vice Chair<sup>71</sup>, and the CEU Subcommittee Chair & Vice Chair.

Meetings will be documented and minutes filed. Electronic and phone meetings are acceptable. A quorum of three must be in attendance for meetings/approvals.

### C. ISP® Certification Subcommittee<sup>72</sup>

This subcommittee is composed of Subcommittee Chair, as appointed by the ISP® Committee Co-Chairs, a Vice-Chair, and committee members. The subcommittee will work day-to-day issues associated with obtaining and promoting the ISP® Certification. They will assist in establishing policies and procedures pertaining to ISP® Certification and respond to on-line questions regarding certification.<sup>73</sup> They will also work day-to-day issues associated with recertification, assist in establishing policies and procedures pertaining to recertification, and respond to on-line questions regarding recertification.

### D. CEU Review Subcommittee

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<sup>68</sup> Section added 3/12 by the ISP® Committee

<sup>69</sup> Revised to include requirement for committee CCOI; 09/19. Revised to address duration of CCOI; 04/23

<sup>70</sup> Subsection revised to include subcommittees; 02/17

<sup>71</sup> New Questions and Exam Questions Maintenance Subcommittees combined and renamed; 12/20

<sup>72</sup> Section revised to include recertification duties in lieu of a separate subcommittee; 04/22

<sup>73</sup> Task added; 02/18

This committee is composed of Subcommittee Chair, as appointed by the ISP® Committee Co-Chairs, a Vice-Chair, and committee members. The subcommittee will review training agendas from chapters, educational agencies, and company security training events and determine the appropriate CEU award. Recommendations will be made to approve the appropriate CEU award. The subcommittee will make recommendations to the ISP® Certification Subcommittee whenever it is determined a revision is needed in the CEU award policy and procedures. This subcommittee applies the policies and procedures developed by the ISP® Certification Subcommittee; it has no policy and procedures authority. This position also responds to on-line questions regarding CEUs.<sup>74</sup>

E. Exam Question Subcommittee<sup>75</sup>

This committee is composed of a Subcommittee Chair, as appointed by the ISP® Certification Committee Co-Chairs, a Vice Chair and committee members. The subcommittee is responsible for reviewing newly published editions of the NISPOM and all ISLs to perform a comparative analysis, note policy changes, and generate proposed new questions. The subcommittee is also responsible for management of existing examination questions, which includes validating questions, performing analysis, editing questions, and generating questions for beta testing. The Chair works closely with the Executive Director on exam question management to ensure exam questions are current and accurate. This position also responds to on-line questions related to the subcommittee.

F. EPP Subcommittee

EPP is a Subcommittee of the Education and Training Committee; it has no direct connection with the ISP® Certification Program, especially regarding examination questions.<sup>76</sup> This Subcommittee is responsible for the EPP program.

G. Executive Director<sup>77</sup>

The Executive Director maintains the master copy of the examination question database with the assistance of examination subcontractors and performs all coordination tasks with the examination subcontractors.

## VI. CODE OF ETHICS

A. Requirements

ISP®s and ISP® candidates must always demonstrate the highest levels of professional and ethical behavior, with unquestionable integrity<sup>78</sup>, which includes, but is not limited to, the characteristics listed below.

1. Act in an honest, forthright, and dependable manner.
2. Follow and enforce all applicable security laws, regulations, orders, rules, policies, and procedures.
3. Safeguard classified and proprietary information at all times.
4. Place national security above all other work priorities.
5. Maintain proficiency in the appropriate security fields.

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<sup>74</sup> Task added; 02/18

<sup>75</sup> Two separate subcommittees responsible for exam questions development and maintenance combined into one subcommittee; 12/20. Changed to "Exam Question", 04/23

<sup>76</sup> Revised to clarify separation from ISP® Committee; 8/12

<sup>77</sup> Subsection added by ISP® committee 9/13

<sup>78</sup> Code of Ethics updated by ISP committee; 10/16

6. Assist fellow security professionals who are in need.
7. Balance security needs with business, operational, and research requirements.
8. Refrain from negative actions such as starting rumors, making slanderous statements, and embarking on character assassination.
9. Refrain from misrepresenting yourself as an ISP® if you have not recertified.
10. Comply with all ISP® administrative and security requirements.<sup>79</sup>

**B. Disciplinary Actions**<sup>80</sup>

Any NCMS member or ISP® should submit in writing descriptions of any instances of unprofessional or unethical behavior by an ISP® to the NCMS Executive Director, who shall review with the ISP® co-chairs to determine the appropriate course of action. For example, if the ISP® is a member of NCMS, the issue may be forwarded to the Ethics Committee in accordance with NCMS' ethics policy for members. If the ISP® is not a member of NCMS, the issue will be reviewed by the NCMS Board of Directors. All reports will be investigated to determine what disciplinary action, if any, will be taken.

**C. Reasons for Disciplinary Actions**

The reasons for disciplinary actions include, but are not restricted to, the following actions:

1. Conviction on felony charges
2. Failure to abide by the ISP® Code of Ethics
3. Failure to abide by the NCMS Code of Ethics

**D. Revocation or Suspension of Certification**<sup>81</sup>

If a certification is revoked or suspended for cause, a certified letter (signature required) will be sent to the individual on behalf of the ISP® Certification Committee informing him/her of the decision. The individual will be advised to cease use of the ISP® designation and logo immediately and return his/her ISP® certificate to NCMS HQ on or before a specified date.

## **VII. RECERTIFICATION**

**A. General**

Recertification is required every three years to maintain the ISP® Certification. The recertification requirement is designed to ensure that ISP®'s remain current and continue to develop their knowledge and skills in the field.

**B. Requirements**<sup>82</sup>

1. Candidates must recertify every three years by the last day of the month in which the candidate originally became certified.
2. Sixty Continuing Education Units (CEUs) are required for recertification as of 1 Jan 2012. (Note: Prior to 1 Jan 2012, six recertification credits were required for recertification.)
3. All requests for CEUs to be used for recertification will be adjudicated by the ISP® Certification Committee with assistance from the Executive Director.
4. Some or all activities may qualify for CEU credit under more than one professional certification.

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<sup>79</sup> Added per ISP® Committee; 8/12

<sup>80</sup> Section updated to reflect current practice and to address NCMS members vs non-members; 9/22

<sup>81</sup> Added by committee; 9/16

<sup>82</sup> Revised by ISP® Committee 2/12 based on new policy

5. No more than 50% of the claimed recertification CEU credits can come from membership and voluntary service activities. At least 50% of the CEU credits must come from attending or teaching security-related educational programs and courses; and providing security-related instruction, speeches, presentations, or publications. Up to 6 CEU per recertification period can be used for applicable training in professional development.<sup>83</sup>
6. The same activity may not be counted under more than one category. (For example, a presentation originally given orally cannot be published and counted both as a presentation and as a published article.)
7. Documentation to support claimed recertification CEU credits is required.

C. Recertification Credit Guide

The current Recertification Credit Guide is on the ISP® website ([ncms-isp.org](http://ncms-isp.org)) or a copy can be requested from the Executive Director.

D. Recertification Application

Recertification Application is only available on the ISP® website ([ncms-isp.org](http://ncms-isp.org))<sup>84</sup>

E. Recertification Cost<sup>85</sup>

A fee of \$75 for members and \$125<sup>86</sup> for non-members shall be paid to NCMS with the recertification application to cover the administrative costs of recertification. Fees will double for applications submitted up to one month past the original recertification date.<sup>87</sup>

F. Recertification Lapse Policy

1. Recertification candidates must submit their recertification credits and payment to the NCMS Headquarters not later than one month past their original recertification date. All credits claimed for recertification must have been earned within the original recertification period. If the recertification application, supporting documentation, and payment are not received by the end of this time, the ISP®'s certification will lapse. Extra time is not given to allow for additional submission of supporting documentation.<sup>88</sup>
2. NCMS will send written notice to the individual that his/her certification has been withdrawn for failure to recertify in accordance with policy and that he/she may no longer use the ISP® designation, wear the ISP® pin, and retain/display the ISP® certificate. The individual will be asked to return or destroy the certificate and pin.<sup>89</sup> To regain ISP® certification once the original certification has lapsed, an individual must reapply and retest at full cost.

G. Program Review<sup>90</sup>

The ISP® Certification Committee will conduct an annual review of the recertification program to determine any changes to be made, including, but not limited to:

- Application process
- Credit Guide
- Recertification period

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<sup>83</sup> Professional Development CEU added by ISP® Committee per board approval; 10/22

<sup>84</sup> Added by ISP® Committee to reflect on-line availability only; 01/15

<sup>85</sup> Revised by ISP® Committee; 2/12

<sup>86</sup> Revised 3/14 to reflect price increase

<sup>87</sup> Added by ISP Committee to reflect board approval of late fees.

<sup>88</sup> Section revised to tighten deadline to 30 days only per board approval. Additional time was removed; 10/15

<sup>89</sup> Revised to include request to return or destroy pin and certificate; 09/22

<sup>90</sup> Section added to document annual program review per 2016 audit; 10/16



- Method of recertification
- Marketing materials

The review will be documented, with changes communicated to ISP®s and an implementation schedule to be determined as necessary.

## VIII. EXAMINATION FACTS

### A. Examination Topics:<sup>91</sup>

As determined by a formal Job Analysis survey, for Industrial Security personnel with two<sup>92</sup> or more years of experience conducted by the ISP® Committee, the skills required for certification fall into the following categories and topics:

1. Security Administration
  - a) NISP General Requirements
  - b) Contractor Reporting Requirements & Disciplinary Actions
  - c) Insider Threat Program
  - d) Entity Eligibility Determinations (FCLs)
  - e) FOCI & SSA Issues
  - f) Classified Visits & Meetings
  - g) Subcontracting
2. Document Security
  - a) Creation
  - b) Marking, including Documents, Digital Media, Hardware, & FGI
  - b) Accountability
  - c) Disclosure, Transmission, & Receipting
  - d) Reproduction
  - e) Retention & Destruction
  - f) Information Management Systems
  - g) Working Papers
3. Information Systems Security
  - a) Information Systems Security Program General Requirements
  - b) RMF Process Steps
  - c) ISSM, ISSO, User, & CSA Responsibilities & Training
  - d) System Security Plans
  - e) Assessment & Authorization
  - f) Security Controls
  - g) Auditing & Monitoring
  - h) Operational & Maintenance Issues
4. Physical Security
  - a) General Safeguarding Requirements
  - b) Security-in-Depth
  - c) Access Control Systems & Procedures

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<sup>91</sup> Topics updated in conjunction with new exams launch, 04/20; updated in conjunction with new exams launch, 09/22

<sup>92</sup> Experience for candidate changed from 5 to 2 years throughout the document. 03/24

- d) Storage Equipment
  - e) Supplemental Controls
  - f) Open Storage Areas & Vault Construction & Procedures
  - g) IDS & Central Station Monitoring
  - h) GSA Container & Vault Repair
5. Personnel Security
- a) Temporary & Final Eligibility Determinations (PCLs)
  - b) Consultants & LAAs
  - c) SF86 Completion
  - d) Denial & Revocation of PCLs
  - e) Adjudicative Guidelines, Eligibility, & Need-to-Know
  - f) SF 312 Completion
  - g) Covered Individual Reporting Requirements
  - h) Reciprocity
6. International Security
- a) National Disclosure Policy & Foreign Disclosure
  - b) Bilateral Security Agreements
  - c) Export Control Regulations
  - d) Direct Commercial Arrangements
  - e) International Transfers
  - f) Contractor Operations Abroad
  - g) FGI
  - h) NATO Information
  - i) International Visits, Visitors, & Assignments
7. Classification
- a) Original & Derivative Classification
  - b) Classification by Compilation
  - c) Classification Challenges
  - d) Improperly Released Classified Information
  - e) Downgrading & Declassification Procedures
  - f) DD 254s & Security Classification Guides
8. Security Education
- a) FSO & ITPSO Training
  - b) Initial & Refresher Briefings
  - c) Insider Threat Training
  - d) Derivative Classification Training
  - e) Debriefings
9. Audits & Self-Assessments
- a) Security Reviews/Audits
  - b) Self-Inspections
10. Special Security Information
- a) Counterintelligence Issues
  - b) COMSEC Basics
  - c) Intellectual Property, including Copyright, Patent, Trademark, & Trade Secret Basics; FOIA & Privacy Act Issues

- d) OPSEC Basics
- e) RD/FRD/TFNI

11. NISP Systems<sup>93</sup>

- a) DISS/NBIS
- b) NISS
- c) eQIP/eApp
- d) eMASS

B. Exam Grading Criterion

1. The minimum passing grade is 70<sup>94</sup>[70%]. Note: there is no rounding of final scores.
2. Each question is equally weighted and graded on a best-answer basis; there is no partial credit.

C. Possible Cheating Incidents<sup>95</sup>

1. If the test center detects/suspects cheating, a Center Problem Report (CPR) is filed by Prometric and a copy is sent to the Executive Director.
2. Once the report is received<sup>96</sup>, the Executive Director will inform the designated ISP<sup>®</sup> Certification Committee Co-Chair who will then conduct an inquiry into the situation. Prometric will assist with the inquiry as needed, including providing DVR footage, staff interviews, copies of any confiscated materials, etc. The candidate will also be allowed to submit a statement if desired to the Executive Director. All materials become the property of NCMS and shall be protected in accordance with NCMS' policy and practices regarding confidentiality (see Section 1, subsection U).
3. At the conclusion of the inquiry, a formal decision will be made in writing. This decision will be sent to Prometric and the candidate, with copies to the Executive Director and NCMS President.<sup>97</sup>
4. If the candidate wishes to appeal the decision, he/she must follow the process as outlined in this manual (See "Appeals Process")
5. In addition to the above, the designated ISP<sup>®</sup> Certification Committee Co-Chair will review the exam results to determine if there is an excessively high-scoring trend, which is a potential cheating indicator. If found, the Co-Chair will do the following:<sup>98</sup>
  - a) Advise the Executive Director of a potential cheating incident and open an investigation;
  - b) Confer with Prometric to identify any abnormalities and advise the candidate(s) of the suspected cheating and investigation;
  - c) Advise the candidate(s) that he/she may write a statement and submit to the Executive Director;
  - d) Review any statements that are received by the Executive Director and draft a decision, which will be sent to the candidate(s) and to Prometric, with copies to the Executive Director and NCMS President.
  - e) The candidate(s) may appeal the decision by following the process as outlined in this manual (See "Appeals Process").

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<sup>93</sup> New section added to the exam; 04/21

<sup>94</sup> Pass score changed with launching of new exams; 09/22

<sup>95</sup> Section revised to reflect process for Prometric Test Centers; 12/18

<sup>96</sup> Revised for clarity, 8/15

<sup>97</sup> Revised to include Exec Director in the distribution, 8/15

<sup>98</sup> Subsection added 8/15 in response to ANSI recommendation in surveillance report.

## **IX. STUDY REFERENCES AND SOURCES**

Refer to the current list of references and sources on the ISP<sup>®</sup> website ([ncms-isp.org](http://ncms-isp.org)).

## **X. EXAMINATION MAINTENANCE AND SECURITY<sup>99</sup>**

### **A. Updates**

1. The ISP<sup>®</sup> Certification examination will be reviewed and, if necessary, revised each year by the ISP<sup>®</sup> Certification Committee.
2. The revised, new version(s) of the examination will be available no later than 1 June the following year.
3. The ISP<sup>®</sup> Certification Committee reserves the right to take the exam offline for a specified period of time if needed to perform necessary updates. Any closure of the exam will be communicated in advance.<sup>100</sup>

### **B. Security**

1. Strict security of all examination materials must be maintained at all times, to include encrypting e-mails containing examination questions.
2. MMCO is responsible for maintaining and securing records of the examination.
3. No one involved in the EPP may participate in the ISP<sup>®</sup> Certification examination review and update process for two years after completing such work.
4. No one involved in the ISP<sup>®</sup> Certification Exam Questions Subcommittee may become a member of the EPP Committee for two years after completing work on the examination.<sup>101</sup>
5. The ISP<sup>®</sup> Certification Committee Co-Chairs, working with the Executive Director and the examination contractor, must ensure that examination questions are not being mined or harvested. NCMS also must monitor any internet signs that our examination questions are being harvested.<sup>102</sup>
6. Details are covered in the Security Plan and the Examination Construction, Maintenance, and Administration Policy.

### **C. Reference Changes**

Changes to the NISPOM and other examination references made after 1 January will not be included in the June version of the ISP<sup>®</sup> Certification examination that same year.

### **D. Details**

Details are covered in the ISP<sup>®</sup> Construction, Maintenance, and Administration Policy.<sup>103</sup>

## **XI. EXAMINATION PREPARATION PROGRAM (EPP)**

- A. The EPP is separate from the ISP<sup>®</sup> Certification Committee and is under the oversight of the Education & Training Committee.

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<sup>99</sup> Security references added by ISP<sup>®</sup> Committee; 12/13

<sup>100</sup> Added by ISP<sup>®</sup> Committee; 01/15

<sup>101</sup> Added by ISP<sup>®</sup> Committee 09/13

<sup>102</sup> Added by ISP<sup>®</sup> Committee; 8/12

<sup>103</sup> Added per ISP<sup>®</sup> Committee; 8/12

- B. The EPP is run exclusively by ISP®s and is designed as a method of assisting candidates in preparing to take the ISP® Certification examination. This program does **not** provide “answers” to the ISP® examination questions. Rather, it provides a structured approach to studying, a platform for discussions that will assist the candidate in confirming the accuracy of their knowledge, and test-taking tips.
- C. No one serving as an EPP Facilitator<sup>104</sup> or Subject-Matter-Expert Facilitator for the EPP is permitted access to the ISP® examination test bank or may participate in updating and revising the ISP® examination, including beta testing.<sup>105</sup>
- D. Candidates may join the EPP by registering on-line at [ncms-isp.org](http://ncms-isp.org), which includes the EPP workbook.<sup>106</sup>
- E. The workbook contains a syllabus that provides a schedule of events and an outline of the topics to be covered.

## **XII. APPEALS & COMPLAINTS PROCESS<sup>107</sup>**

### **A. Definition.<sup>108</sup>**

Appeal: A request by an applicant, candidate, or certified person for reconsideration of any decision made by the certification body related to his/her desired certification status.

Complaint: An expression of dissatisfaction, other than an appeal, by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected.

ISP® Certification Executive Committee: Consists of ISP® Certification Committee Co-Chairs, ISP® Certification Subcommittee Chair & Vice Chair, Exam Question Subcommittee Chair & Vice Chair, and the CEU Subcommittee Chair & Vice Chair.<sup>109</sup>

### **B. Appellants/Complainants.<sup>110</sup>**

All applicants, candidates, and certified individuals may file an appeal or complaint regarding any decision or action that falls within the process of obtaining and/or keeping an ISP® Certification. This appeal or complaint must be submitted in writing using the Appeals and Complaints Form (ISP-5024)<sup>111</sup>, fully describe the issue and the reason for the appeal or complaint and be addressed to the NCMS Executive Director.<sup>112</sup>

### **C. Tracking/Recording.<sup>113</sup>**

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<sup>104</sup> "Mentor" replaced by "Facilitator" effective 12/15

<sup>105</sup> Beta testing added; 12/20

<sup>106</sup> Section revised to denote change in registration process; 04/20

<sup>107</sup> Section revised to add complaints to process; 02/17

<sup>108</sup> Subsection added; 02/17

<sup>109</sup> Changed to remove separate Recertification Subcommittee; 04/22

<sup>110</sup> Subsection revised to included complainants; 02/17

<sup>111</sup> Form added; 02/17

<sup>112</sup> Added by ISP® Committee; 2/12

<sup>113</sup> Subsection added; 02/17

The Executive Director shall formally acknowledge receipt of the Appeals and Complaints Form (ISP-5024) to the appellant or complainant and record the appeal or complaint upon receipt, including the date received, and forward to the designated ISP® Certification Committee Co-Chair.

All subsequent communications, actions, and decisions will be provided to the Executive Director, who will update the file upon receipt.

The Executive Director shall provide the appellant/complainant with progress reports upon request, as well as the final outcome.

D. Investigation.<sup>114</sup>

The designated Co-Chair shall convene a meeting of the ISP® Certification Executive Committee (excluding anyone directly connected to the issue behind the appeal or complaint) to review the case, gather the necessary information, conduct interviews if necessary, and determine what, if any, appropriate corrections and/or corrective actions should be taken.

The ISP® Certification Committee shall ensure that all actions and decisions shall be impartial and constructive and that no discriminatory actions shall be taken against the appellant/complainant.

E. Notification.<sup>115</sup>

A substantiated complaint against a certified individual shall be communicated by the ISP® Certification Committee to the certified person in question in order to give the certified individual the opportunity to respond to the complaint. The ISP® Certification Committee will include this response in the investigative process.

F. Rulings.

All rulings by the ISP® Certification Committee Co-Chair shall be in writing using the Appeals and Complaints Form (ISP-5024)<sup>116</sup>. This document will be sent to the appellant/complainant, the Executive Director, and the NCMS President.<sup>117</sup>

G. Final Appeals.

All rulings by the ISP® Certification Committee may be appealed by requesting in writing a final ruling from the NCMS Executive Committee. This final appeal will be sent to the NCMS Executive Director, who will record the appeal as described above and send to the Executive Committee. The designated Co-Chair (or another member of the ISP® Certification Committee if the Co-Chair has a conflict of interest) will provide any information or assistance the Executive Committee requests. The Executive Committee (which does not include the ISP® Certification Committee Co-Chair or anyone directly involved with the ISP® Certification Program) will make a final determination and provide a written reply to the appellant, with a copy to the NCMS Executive Director, specifying the rationale for their decision.<sup>118</sup>

H. Conflict of Interest.

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<sup>114</sup> Subsection added; 02/17

<sup>115</sup> Subsection added; 02/17

<sup>116</sup> Form added; 02/17

<sup>117</sup> Added by ISP® Committee; 2/12

<sup>118</sup> Revised by ISP® Committee; 2/12

No Board or ISP® Certification Committee member with any direct personal or professional job-related connection with the appellant or complainant may be involved in the process. The Executive Director may not be involved in these decisions, except to provide technical and administrative assistance.<sup>119</sup>

I. Timeframes.<sup>120</sup>

The process for appeals and complaints shall be conducted within 30 days by the ISP® Certification Executive Committee, unless there are extenuating circumstances. The NCMS Executive Board shall have an additional 30 days to make a final ruling if necessary.<sup>121</sup>

J. Follow-up Actions.

If the appeals or complaints process highlights any problems with the ISP® Certification Program, then the designated Co-Chair must take immediate corrective actions, which includes resolving the immediate problem, mitigating any further or related problems, preventing re-occurrences, and documenting any resulting policy changes.<sup>122</sup>

### **XIII. SELF-ASSESSMENTS AND AUDITS**

A. Self-Assessments

1. The ISP® Certification Committee will conduct an annual self-assessment of the ISP® Program policies and examination.
2. This self-assessment will include a review by the committee and a separate review by an independent person(s) acting under the direction of the designated ISP® Certification Committee Co-Chair.
3. A copy of both self-assessments will be reviewed and approved by the designated Co-Chair and submitted to the Board with comments and corrective action plan (if necessary) within three months of the end of the self-assessment.
4. The schedule of the self-assessments will allow for submission of the final self-assessment report by the ISP® Certification Committee Co-Chairs to the Board at the fall Board meeting.
5. The self-assessment will follow the Self-Assessment Checklist and will include any special topics designated by the Board or ISP® Certification Committee Co-Chairs.

B. Audits

1. The designated ISP® Certification Committee Co-Chair, working with the ISP® QA Chair, will coordinate the ISP® Certification internal audit, or designate someone to do the coordination.
2. The ISP® QA Committee will conduct an audit each year of the ISP® Certification Program in accordance with its policy and procedures.<sup>123</sup>
3. If determined necessary, the designated Co-Chair will contract with an outside agency to conduct an outside audit of the ISP® Certification Program. The timing of such an audit will be either to address an immediate concern or to occur at the mid-point between internal audits.

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<sup>119</sup> Added by ISP® Committee; 2/12

<sup>120</sup> Subsection revised to include additional 30 days in event of appeal; 02/17

<sup>121</sup> Revised by ISP® Committee; 2/12

<sup>122</sup> Added by ISP® Committee; 2/12

<sup>123</sup> Added by ISP® Committee; 12/18

4. The details of these audits will be determined by the designated Co-Chair or a designee.

#### **XIV. CONTINUOUS IMPROVEMENT AND CORRECTIVE ACTIONS**

##### **A. Continuous Improvement and Quality Control**

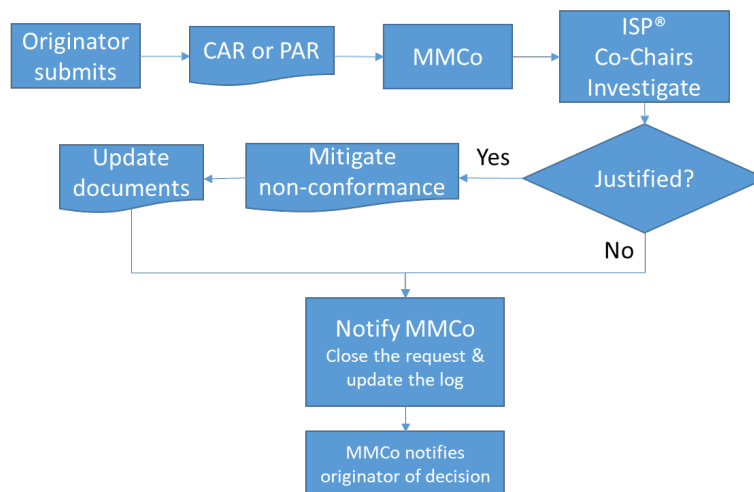
1. The ISP® Certification Committee is responsible for continuous improvement and quality control of the ISP® Certification Program.
  - a) Continuous improvement comes from activities like, but not restricted to, the following:
    - Regular reviews of policies, manuals, procedures, and forms
    - Self-Assessments and Audits
    - Examination Reviews
    - ISP® and NCMS Surveys
    - Recommended changes from the Board, ISP®s, committee members, chapter chairs, or NCMS members (multiple avenues exist for this input: e-mail, telephone, face-to-face meetings, NCMS website feedback, Board meetings, committee meetings, and joint chapter chair and Board meetings)
  - b) Quality Control activities include the same as listed above but focus on accuracy and precision versus innovation and improvement. Note: the ISP® QA Committee validates the validity and compliance of the quality control activities.
  - c) The ISP® Certification Committee Co-Chairs approve continuous improvement and quality control requirements and processes.
2. The ISP® Certification Committee Co-Chairs approve in writing all audits, reports, analysis, surveys, and changes to the ISP® Program.
  - a) The Co-Chair(s) may designate committee members to be responsible for working on the various committee tasks and submitting recommendations for approval.
  - b) Submissions and approvals may be done by email.
  - c) Records will be kept by the Executive Director.
  - d) The ISP® Certification Committee meetings are the best venue for addressing issues and making decisions.
3. The ISP® Certification Committee Co-Chair prioritizes changes and improvements, approve timelines, and obtain required funding from the Board.
  - a) Prioritization will be based upon the situation: budget, time restraints, criticality, and impact.
  - b) Committee members will make recommendations; the Co-Chairs make decisions.
4. The ISP® Certification Committee Co-Chairs report on the status of the ISP® Certification Program to the Board at the quarterly board meetings. Status reports will include at least the following:
  - a) How many ISP®s have been granted or recertified; pass rates and recertifications completed
  - b) Status of examination review, self-assessments, audits, and corrective actions
  - c) All improvements or changes to the ISP® Certification Program
  - d) Requests for budgetary support as required
  - e) Recommended addition of certifications, if any
5. The ISP® Certification Committee Co-Chairs publish all changes as necessary:
  - a) Inform all NCMS membership or all ISP®s
  - b) Update the ISP® website
  - c) Make changes to the ISP® Certification Program policies and procedures manual



## B. Corrective and Preventative Action Procedures<sup>124</sup>

1. Corrective actions may be requested when a condition appears non-compliant with a policy or procedure. This includes nonconforming supplies/services received from a supplier.
2. Preventative actions may be requested for any condition, process, or policy that has the potential for improvement.
3. Any NCMS member or nonmember can initiate a corrective/preventive action request by completing the top portion of the Corrective Action Request (CAR)/Preventative Action Request (PAR) form. Since there is an opportunity for variety of individuals that can initiate a CAR/PAR, they are referred to as a CAR/PAR Originator. The CAR/PAR is submitted to MMCo who documents it and then forwards to the ISP<sup>®</sup> Committee Co-Chairs for appropriate actions.

**Corrective Action/ Preventative Action Procedure Flow**



4. All corrective actions start with an investigation to determine the root cause(s) of the problem. A thorough analysis of all related processes, operations, quality records, and specifications, which may have contributed to the deficiency, is conducted by the responsible function. All potential corrective actions are identified and the action(s) most likely to eliminate the problem and to prevent recurrence is selected. The investigation and analysis of the root cause and preventive measures shall be fully documented by the committee or individual assigned to the problem. The analysis shall include review of all applicable data to determine the extent and cause of the problem and analysis of trends in processes or performance of work to prevent nonconformities.
5. All problems are evaluated in terms of potential impact on quality, performance, safety, and customer satisfaction. All problems are identified as either minor or major. Resolutions to all corrective and preventive actions are to a degree appropriate to the magnitude and the risk of the problem. Resolutions are reviewed and approved by the ISP<sup>®</sup> Committee Co-chair. Where the response is unsatisfactory, the corrective action request is re-issued. The ISP<sup>®</sup> QA Committee conducts periodic reviews/follow up to determine if the corrective and preventive actions have been implemented and are effective.

<sup>124</sup> Section revised to follow standard; 10/18

6. Every effort is made to ensure that the CAR/PAR Originator's concerns are fully understood and evaluated. If certification results are affected, then the CAR/PAR Originator is notified in writing.
7. Where the identification of nonconformities or departures casts doubts on compliance with policies and procedures, or with ISO/IEC 17024, appropriate areas of activity are audited in accordance with the Internal Audit Plan as soon as possible. This is typically only necessary when there is an identified risk or serious issue to the ISP® Certification Program.

## **XV. CEU DETERMINATION FOR CHAPTER EVENTS**

### **A. General**

Chapters holding meetings, seminars, and other training who would like to issue CEU credit to their attendees must submit their proposed agenda first for ISP® CEU Subcommittee review and approval. Current SOP is referred to after the table of contents of this manual as Related Program Document #6. A copy can also be downloaded from the ISP® website ([ncms-isp.org](http://ncms-isp.org))

### **B. Agenda**

The proposed agenda with sufficient detail that defines the length and title of each speaker<sup>125</sup> will be sent to NCMS HQ, preferably no less than 30 days prior to the event, who will forward on to the subcommittee chair.

### **C. Approval**

The subcommittee chair (or designated member)<sup>126</sup> will review the agenda and either approve the agenda as submitted or send a request for additional information and/or recommendations to maximize the credit received directly to the chapter chair.

### **D. Filing**

Once the agenda is approved, a final copy will be filed by NCMS HQ in the appropriate chapter's file, and the chapter chair may use the agenda in all promotional materials and announcements.

### **E. Number of CEUs**

CEUs will be calculated according to the standards approved by the ISP® Certification Committee. This document is referred to after the table of contents of this manual as Related Program Documents #7. A copy can also be downloaded from the ISP® website ([ncms-isp.org](http://ncms-isp.org)).

## **XVI. CONTRACTS AND SUBCONTRACTS<sup>127</sup>**

### **A. Purpose<sup>128</sup>**

NCMS outsources work related to the ISP® certification as needed (a master list of contractors/subcontractors is maintained by MMCo staff), and as such shall:

1. take full responsibility for all outsourced work;
2. ensure that the contractor/subcontractor is competent and complies with the applicable provisions of this standard;

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<sup>125</sup> Revised by ISP® Committee; 02/18

<sup>126</sup> Revised by the ISP® Committee; 09/18

<sup>127</sup> Revised by ISP® Committee; 3/12

<sup>128</sup> Section renamed and revised to conform with standard; 1/17

3. assess and monitor on a continuous basis the performance of the contractor/subcontractor in accordance with its documented procedures;
4. maintain records to demonstrate that the contractor/subcontractor meets all requirements relevant to the outsourced work.
5. Ensure that all contractors/subcontractors sign and submit a Contractor CCOI before beginning any work and then annually as long as the contractor is engaged. A contractor's responsibility to abide by all terms of the agreement does not expire even after they are no longer engaged in work for the program.<sup>129</sup>

**B. Contractor/Subcontractor Evaluation**

1. All contractors relating to the ISP® Program are reviewed by the Executive Director, designated ISP® Certification Committee Co-Chair, NCMS Treasurer, and the President of NCMS. The contract statement of work is examined to ensure that it is in sufficient detail to allow for proper oversight and enforcement.
  - a) If multiple bids are appropriate, they are collected and analyzed to determine which proposal provides the best results for a reasonable cost.
  - b) As necessary, MMCO coordinates with the designated ISP® Certification Committee Co-Chair to ensure that the statement of work will provide the desired support for the ISP® Program.
2. MMCO will subcontract work related to the ISP® Certification Program as deemed necessary, and these subcontractors are evaluated by the Executive Director and staff. The Executive Director approves and signs these contracts. MMCO has their standards and procedures for evaluating contracts.
  - a) If multiple bids are appropriate, they are collected and analyzed to determine which proposal provides the best results for a reasonable cost.
  - b) As necessary, MMCO coordinates with the designated ISP® Certification Committee Co-Chair to ensure that the statement of work will provide the desired support for the ISP® Certification Program.

**C. Filing**

All contracts related to NCMS Contractors and Subcontractors are filed at NCMS HQ by the Executive Director. The Executive Director also maintains all contractor/subcontractor evaluations and any support materials.

**D. Evaluation of Products and Services**

1. Contractors and Subcontractors must comply with the contract statement of work, which will include delivery of products, timetables, and standards of work.
2. Quality of products and services is evaluated by NCMS staff and ISP® Certification and the ISP® QA Committee on an annual basis and contracts renewed as appropriate. Evaluations forms on file at NCMS Headquarters.

## **XVII. ISP® CERTIFICATES<sup>130</sup>, LOGO, AND MARK**

**A. General<sup>131</sup>**

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<sup>129</sup> Revised to include requirement for contractor CCOI; 09/19

<sup>130</sup> Certificates included in policy; 8/12

<sup>131</sup> Section 1 added; 8/12

1. All ISP®s will receive a certificate and ISP® Pin upon receiving the designation Industrial Security Professional.
  - a) The ISP® Pin looks like the following picture and may be affixed to the wearer's clothes as desired, normally on a lapel, collar, or near the left shoulder.



- b) The ISP® Certificate must have the certified recipient's name and a seal that includes the month and year the ISP® Certification was awarded and the month and year of recertification, which is required to maintain the ISP® Certification. (referred to after the Table of Contents as Related Program Documents #9)
2. As an ISP®, you have the right to use the ISP® Logo and Certified Mark, examples of which are shown below:



- a)
  - b) ISPTM
3. The ISP® Logo and Mark are authorized for use only by ISP®s in good standing whose certification has not been revoked due to violation of the ISP® Code of Ethics, failure to recertify, or other reason as determined by the ISP® Certification Committee.
  - a) NCMS monitors and protects its marks, and as an ISP®, it is critical that ISP®s use these marks properly and report any improper use or infringement to a ISP® Certification Committee Co-Chair immediately.
  - b) Any advertisement or promotional literature that uses the ISP® Logo and/or Mark should specify that these are registered trademarks that are the property of NCMS.

#### B. Use of ISP® Logo and Mark

1. The logo may not be altered or modified in any way.
2. Only high-resolution artwork provided by NCMS Headquarters may be used to ensure that the logo appears properly.
3. The logo cannot be used in conjunction with a company name or logo or be placed in such a way that it would appear the certification relates to the company.
4. The mark may not be used as part of a certified individual's email address.
5. The mark may not be used as part of a certified individual's company or business.
6. The mark may not be used as part of a website or www IP address domain name.

#### C. Examples of Proper Use

1. Jane Johnson is an ISP®.
2. Jane Johnson, ISP®, is a member of the NCMS Board of Directors.
3. Jane Johnson is an Industrial Security Professional (ISP®).
4. Jane Johnson, ISP®, is President of Jane Johnson Consulting, Inc.

#### D. Improper Use

1. [jim.johnsen.isp@gmail.com](mailto:jim.johnsen.isp@gmail.com)).

2. Jim Johnsen ISP® Consulting, Inc.
3. Jim Johnsen, isp (or Isp)

E. Actions Responding to Improper Use<sup>132</sup>

1. All cases of inappropriate use will be reported to the Executive Director who will inform the ISP® Certification Committee.
2. The designated ISP® Certification Committee Co-Chair will research all reports of improper use of the ISP® Logo and make recommendations for action to the NCMS President.
3. The NCMS President, working with the NCMS Executive Committee, will determine any actions to be taken.

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<sup>132</sup> Added by the ISP® Committee; 3/12